



**NATIONAL COUNCIL OF SCIENCE MUSEUMS
(MINISTRY OF CULTURE, GOVT OF INDIA)
33, BLOCK GN, SECTOR V
BIDHAN NAGAR
KOLKATA – 700091**

e-TENDER (RFP) DOCUMENT

for

Website Re-Design, Redevelopment, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT), Web security Audit, Certifications (STQC, SSL), Copyrights of National Council of Science Museums (Bilingual) based on Compliance matrix from GIGW (Guidelines for Indian Government Websites) Version 2.0 with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT), Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year

INDEX

SI.No.	Nomenclature	Page No(s).
1.	Disclaimer and Disclosures	3
2.	Tender schedule	4-5
3.	General Information and Instructions	6-7
4.	Instructions for Online Bid Submission	8-10
5.	Introduction	11
6.	Eligibility Criteria	11-13
7.	Scope of Work	13-14
8.	Earnest Money Deposit, Retention Money/Security Deposit	14-16

9.	Proposal Evaluation / Selection Criteria / Technical Evaluation / Overall Evaluation	16 - 27
10.	Timelines , Defect Liability Period, Deliverables, Terms of Payment	27- 29
11.	Other Terms & Conditions	30 - 33
12.	Bill of Quantities	33 - 35
13.	Technical (Techno-Commercial Bid) (Annexure – B)	60- 62
14.	Financial Bid Format (Annexure ‘C’)	63- 65
15.	Agency Experience (Private/PPP/JV Projects)(Annexure-D)	66
16.	Formation for availability of Technical Team (Annexure-E)	67
17.	Format for annual turnover (Annexure –F)	68
18.	Declaration (Annexure – G)	69
19.	Format For Articles Of Agreement (Annexure – H)	70 - 72
20.	Compliance Matrix GIGW (Annexure –I)	73 - 77
21.	Extracts of NIC Guidelines for Third Party Security Audit (Annexure – J)	78 - 79
22.	Sample Report Format for Web- application security Audit (Annexure – K)	80
23.	Details for Website Security Auditing/Testing (Annexure - L)	81
24.	Details of Cloud Sever and Mail Server (Annexure –M)	82
25.	Code of integrity pact (CIPP) format (Annexure – N)	83-89
26.	Check List	90
27.	Bid- Securing Declaration	91

Disclaimer & Disclosures:

National Council of Science Museums (NCSM), Kolkata has prepared this document to give background information on the captioned project to the interested bidders/agencies/contractors. While NCSM has taken due care in preparation of the information contained herein and believe it to be accurate, neither NCSM nor any of its authorities, agencies, any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested agencies/contractors are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by NCSM in submitting the Request for Proposal. The information is provided on the basis that it is not binding on NCSM or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

NCSM also reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the time table reflected in this document or to change the process or procedure to be applied. It further reserves the right to decline to discuss the matter further with any bidder submitting the RFPs.

No contractual obligation on behalf of NCSM, whatsoever, shall arise from this RFP unless and until a formal contract is signed and executed by duly authorized officers of NCSM and the bidder in due course after invitation of tenders.

NCSM also reserves the right to modify any / all of the terms of this RFP process giving due notification through the CPPP portal.

NCSM will not be liable for any costs incurred by the Bidders in the preparation of the RFP & its presentation. The preparation of Bidder's proposal will be made without obligation by NCSM to acquire any of the items included in the Bidder's product, or to select any Bidder's proposal, or to discuss the reasons why a particular Bidder's proposal is accepted or rejected.

All information included by the bidders in their proposal will be treated in strict confidence.

National Council of Science Museums, Kolkata

Request for Proposal (RFP)

Tender No: **I-18012/2/20(203)**

Name of the work: Website Re-Design, Redevelopment, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights of National Council of Science Museums (Bilingual) based on Compliance matrix from GIGW (Guidelines for Indian Government Websites) Version 2.0 with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year

All bids must conform to the guidelines set out in the RFP Document.

On-line Digitally signed e-tenders (RFP) under QCBS (Quality and Cost Based Selection) method are invited in Two Bid System from competent Company/Firm/Agency/Consortium, who satisfy the eligibility criteria enumerated in the Tender Documents (RFP), and having experience of similar nature of work of Design, Re-Vamping and Development of Website (Bilingual). Interested Agencies may download the tender documents from the Central Public Procurement Portal (CPPP): <http://eprocure.gov.in/eprocure/app> or from the Council's website www.ncsm.gov.in as per the following schedule:-

SCHEDULE:

1	Bid Document Published Date	18.01.2021	5.30 pm
2	Bid Document Download Start Date	18.01.2021	6.00 pm
3	Bid Document Download End Date	08.02.2021	5.00 pm
4	Bid Clarification Start Date	19.01.2021	10.00 am
5	Bid Clarification End Date	01.02.2021	4.00 pm
6	Bid Submission Start Date	20.01.2021	3.00 pm
7	Bid Submission End Date & Time	10.02.2021	3.00 pm
8	Earnest Money Deposit (EMD)	Rs.20,000/- (Rupees Twenty Thousand only) Original EMD instrument shall be submitted by the bidder at National Council of Science Museums, 33 Block GN, Sector V, Bidhan Nagar, Kolkata - 700091 on or before 3.00 pm on 05.02.2021	
9	Technical (Techno-Commercial) Bid Opening Date	11.02.2021	3.30 pm
10	Date, time and Place of Technical	<i>To be notified later</i>	

	Presentation	
11	Financial Bid opening Date and time	<i>To be notified later</i>

1. Tender document can be downloaded from Central Public Procurement Portal (CPPP) website “[http:// eprocure.gov.in](http://eprocure.gov.in)”or from the Council’s website www.ncsm.gov.in.
2. **Visit of the NCSM websites:** Bidders are advised to visit the NCSM website (www.ncsm.gov.in) and ascertain the nature and quantum of work before tendering.
3. Submission of the Bid: This Tender is an e-Tender and bids are to be submitted through CPP Portal (<http://eprocure.gov.in>) only. Bids submitted in physical forms will be summarily rejected.
4. Details of EMD, submission of tender, etc. are indicated in the RFP/tender document.
5. The online bid both Technical (Techno-Commercial) Bid and Financial bid duly furnished in Cover –I and Cover-II respectively should be uploaded by the due date and time as per the above schedule. The responsibility to ensure the same lies with the bidders.
6. NCSM reserve the right to amend / withdraw any of the terms and conditions in the RFP Documents or to reject any or all RFPs without giving any notice or assigning any reason. NCSM also reserves the right to accept or reject any or all tenders in full or part without assigning any reason whatsoever. NCSM shall also not be bound to accept merely the lowest tender but the technical suitability, capability and superiority of the concept/ technology interface/system etc. shall be of prime consideration for selection of the appropriate set of concept/ technology interface /system collectively considered as a complete solution.

(Dy. Controller of Stores & Purchase)
National Council of Science Museums
Kolkata

Date: 18.01.2021

The due date for submission of RFP is 3.00 pm on 10.02.2021

General Information and Instructions

1. The instructions given herein will be strictly binding on the bidders and deviation, if any will make the tender or tenders liable to be considered invalid. Tenders incorporating additional conditions by the bidder are liable for rejection.
2. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>
Manual bids shall not be accepted.
3. The instructions given in “**Instruction for Online Bid Submission**” should be strictly followed during submission of the Bid.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Bid should be submitted along with the **Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand only)** by way of crossed Demand Draft/Pay Order/drawn on any nationalized bank of India payable in favour of “NATIONAL COUNCIL OF SCIENCE MUSEUMS, KOLKATA”. The EMD can also be submitted by ONLINE TRANSFER to the Bank Account of National Council of Science Museums (NCSM) as per details below (Bank charges shall be borne by the Bidder) :

Bank Details of NCSM

Name of Bank:	Indian Overseas Bank
Branch Address:	GN-34/2, Sector V, Salt Lake, Kolkata – 700091.
SB A/c No.	164201000000491
IFSC Code:	IOBA0001642

After fund transfer, the details such as UTR Number, date etc. shall be typed in the letter head of the Bidder and uploaded separately in Cover-I.

Earnest Money deposit in the form of Bank Guarantee bond or any other bond shall not be accepted and shall be rejected straightway. Earnest Money deposits in respect of such offers which are not accepted, **will be returned to the bidders within 30 working days from the date on which the final decision is taken about the source from which the items under tender are to be procured or within 2 (two) months from the date of the opening of the financial bids, whichever is earlier. No interest will be paid on the Earnest Money deposited with NCSM.** Earnest Money deposit in respect of the successful bidder/s will be retained with NCSM until entire execution of the order as per terms of the tender including defect liability period and two years Comprehensive AMC period. If the successful bidder fails to execute the order strictly as per the Council’s Scope of Work, Bill of Quantities, Technical Specifications and Terms & Conditions in full within the stipulated completion time of the order, the Earnest Money Deposit retained with the Council shall be forfeited forthwith after cancellation of the concerned order.

6. **Validity of Bids:** The Bids should remain valid for 120 days from the date of opening of financial bid.
7. **Rejection of Bids:** Canvassing by the Bidder(s) in any form, unsolicited letter and post-tender correction may invoke summarily rejection of their bid(s). Conditional tenders will also be rejected. Non-compliance of applicable General Information and Instructions will disqualify the Bid.
8. The Bidders should have Digital Signature Certificate (DSC) for filling up the Bids. **The person signing the tender documents should be authorized for submitting the on line e-tender.**
9. The Bidders shall fill up the Prescribed Format for submission of **Technical (Techno-commercial) Bid as per “Annexure-B”** format duly signed by the authorized signatory.
10. The Financial Bid shall be filled in and signed by the authorized signatory online as per format **“Annexure-C”** available at **Central Public Procurement Portal** e-tender system website <http://eprocure.gov.in/eprocure/app>. **Off line Financial Bid shall not be accepted.**
11. Tender must be uploaded in two separate covers marked **Cover-1** (Technical Bid) and **Cover-2** (Financial Bid/BOQ). The contents of Cover-1 and Cover-2 shall be as follows:-

Cover-1

- i) “Technical (Techno-Commercial) Bid” (as per **Annexure-B** format) duly filled in and digitally signed with official stamp.
- ii) All relevant documents related to “Technical (Techno-commercial) Bid” as per **“Annexure-B”**.
- iii) The scanned copy of the Demand Draft for **Rs.20,000/- (Rupees Twenty Thousand only) as Earnest Money Deposit**. In case of online transfer of money, the UTR No. of the transaction shall be prepared in the letter head of the bidder/consortium and uploaded.
- iv) The scanned copy of “Scope of Work, Bill of Quantities, Terms & Conditions etc. **(Annexure-A)** duly signed by the Authorized Signatory with official stamp as a token of acceptance of the same by the bidders.
- v) Bid- Securing Declaration to be typed in official letter head duly signed with official stamp.

Cover-2

- i) The “Financial Bid (BOQ)” (as per Detailed Scope of Work and Bill of Quantities) i.e. Schedule of Price Bid in the item wise tabular format duly filled in and digitally signed.
- ii) Cost Break-up Sheet as per Annexure Z in .pdf duly filled in & signed with seal. **The Rate quoted in the BoQ sheet (Cover 2(i) & the total of Cost Break-up sheet should tally failing which the bid will not be considered.**

The Cover-1, i.e. Technical (Techno-commercial) Bid shall be opened by NCSM at the first instance and evaluated by the competent authority. At the second stage, the Cover-2 containing Financial Bid of only techno-commercially acceptable offers shall be opened for further evaluation and ranking before awarding the contract at a later date to be intimated later.

Instructions for Online Bid Submission

1. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
2. More information useful for submitting online bids on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>

A. REGISTRATION

1. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online Bidders Enrolment**” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.) with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidders may then log-in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

B. SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidders should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

C. PREPARATION OF BIDS

1. Bidders should take into account the original e-NIT/RFP and any subsequent corrigendum published on the tender document before submitting their bids.

2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidders, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

D. SUBMISSION OF BIDS

1. Bidders should log-into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidders will be responsible for any delay due to other issues.
2. The bidders have to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidders have to select the payment option as "online or offline" to pay the requisite Earnest Money Deposit (EMD) and enter detail of the instrument.
4. **Bidders should submit the EMD as per the instructions specified in the tender document. The original EMD instrument / UTR Number in case on online transfer of EMD amount should be posted/couriered/given in person to NCSM, latest by the last date of bid submission. The detail of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.**
5. A standard Price Schedule format (BOQ) has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file (ratequotesheet for website development), open it and complete the blue coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidders). No other cells should be changed. **In case no rate value is required to be quoted in any particular cell , that cell may be kept**

blank , figure '0' (zero) shall not be entered in such cell(s) .Once the details have been completed, the bidders should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidders, the bid will be rejected.

6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message and a bid summary will be displayed with the bid number and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

E. ASSISTANCE TO BIDDERS

1. Any enquiries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal helpdesk. The contact number for the helpdesk is 1800 233 7315.

NATIONAL COUNCIL OF SCIENCE MUSEUMS
SECTOR-V, BLOCK-GN, BIDHANNAGAR,
KOLKATA – 700 091.

TENDER No. I-18012/2/20(203)

Name of the work: Website Re-Design, Redevelopment, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights of National Council of Science Museums (Bilingual) based on Compliance matrix from GIGW (Guidelines for Indian Government Websites) Version 2.0 with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year

INTRODUCTION

National Council of Science Museums (NCSM), an autonomous society under the Ministry of Culture, Government of India was formed on April 4, 1978. Today, it administers 25 Science Centres/Museums spread all over India. Science City, Kolkata, Birla Industrial and Technological Museum (BITM), Kolkata, Nehru Science Centre, Mumbai, Visvesvaraya Industrial and Technological Museum (VITM), Bangalore and National Science Centre, Delhi are National level centres of NCSM. All having its Regional centres and District Level Centres called Satellite Units (SUs). In addition to development of Science centres/museums, NCSM strives to communicate Science and educate masses by its Mobile Science Exhibitions, **Popular Science** Lectures and Demonstrations, Trainings and Workshops, Publications etc. NCSM has also sent exhibitions to countries like Trinidad and Tobago, Guyana, Russia, USA, Bhutan, China, Bangladesh, Bulgaria, France and the **journey** continues. Today, NCSM forms the largest network of science centres and museums in the world under single administrative umbrella.

The objective of this document is to participate organizations/ agencies who could revamp, re design and host the existing website of NCSM with suitable theme design following the latest web trends along with migration of existing pages in both English and Hindi. The design and functionality of the website should be strictly complied with Guidelines for Indian Government Website (GIGW) version 2.0 and the GIGW version can be referred by visiting **<https://web.guidelines.gov.in/>**. The guidelines are based on the UUU trilogy i.e. Usable, User-Centric and Universally Accessible.

Through the website, NCSM is going to enhance its digital footprint by incorporating diverse areas of information compilation, analysis, incorporation of social media platforms, new technological advancement, web-analytics etc.

1. ELIGIBILITY CRITERIA:

Minimum eligibility conditions for the organization intending to participate in the development process (documentary evidence will be required):

- i. The vendor should have either ISO 9001:2008 for Software Development/ Software Maintenance or ISO 27000 or CMMI Level 3 Certification
- ii. The agency/firm should have a minimum of 5 years of experience in website development. Work Order with Completion Certificate to substantiate the claim should be submitted.
- iii. The agency/firm should have past experience developing and designing professional and creative websites (Bilingual i.e. Hindi & English) for at least 10 reputed clients two of which must be a PSU/GOI/University/Institute/Organization and remaining similar to GOI Institutes over the last 5 years.
- iv. Experience in creating and maintaining websites in Hindi as per Official Language Policy is a must.
- v. The Average Annual Turnover of the Bidder for last three financial years (2019-20, 2018-19, and 2017-18) should be minimum INR 10 lakhs.
- vi. The Bidder should have the requisite work experience of **completing** similar projects during the last 5 years ending last day of month previous to the date of issuing of tender as per the details given below:

One similar work of value not less than **Rs. 8 lakh**

or

Two similar works each of value not less than **Rs. 5 lakhs**

or

Three similar works each of value not less than **Rs. 4lakhs**

- vii. Intending bidder is eligible to submit the bid provided he/she has definite proof from the appropriate authority, which shall be to the satisfaction of the competent authority, of having satisfactorily completed similar works of magnitude specified above. **Submission of Completion Report/Testimonial for Completion is a must, without which the work will not be considered for evaluation.**

“**Similar work**” means Website Design and development, Web services development, based on Compliance matrix from GIGW (Guidelines for Indian Government Websites).

- viii. Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have:
 - a. Made misleading or false representation in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
 - b. Record for poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.
- ix. Awareness and experience of the latest smart technologies for website development is required.

- x. Should not have been blacklisted by any Central /State Government / Public sector Undertaking, Govt. of India.**(Signed copy of Self declaration to that effect should be submitted along with the technical bid/proposal).**
- xi. Should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services.
- xii. Competencies:
 - a. Past experience in creating and maintaining very professionally and exceptionally creative websites.
 - b. Excellent I.T. skills and project management skills.
 - c. Strong editorial team with communications skills to write clearly and compellingly in Hindi.
 - d. Ability to juggle priorities and deadlines and perform well under pressure;
 - e. To respond quickly to the maintenance requirement in the post commissioning phase;
 - f. Awareness on the latest smart technologies for website development;
 - g. Ability to regularly maintain, update the developed website.
- ix. Bidders should demonstrate his or her developed projects with all functionalities during the presentation stage.
- x. The bidder should have at least 5 employee strength/resource personnel who have technical competence for website development/revamp. They should possess the requisite qualification (B.E./B.Tech./MCA/ BDes/Fine arts any relevant) and relevant experience.
- xi. The bidder should have valid GST Registration Number, PAN etc., whichever is applicable (Signed copy of proof may be enclosed).
- xii. In addition to above mentioned selection criteria, each bidder needs to give a prototype presentation of a sample website based on the scope of work presented in this document. During the presentation, NCSM may welcome further suggestions, enhancements etc. pertaining to the scope of this project. The schedule of prototype presentation shall be provided by NCSM.

The eligibility criteria along with prototype presentation will be the deciding parameter for the marking in Technical bid of bidders for this project.

2. SCOPE OF WORK

SI no.	Scope of Work	Annexures
1	Website Re-Design, Redevelopment, Hosting and Maintenance with 1 year warranty	Annexure AA.1
2	Post Warranty, 1 st Year AMC for website	Annexure AA.2
3	Post Warranty, 2 nd to 4 th year AMC for website	Annexure AA.2
4	SSL certificate and Copyright (with the name of National Council of Science Museums), for the website and CMS during the warranty	Annexure AA.3

	period and maintenance years.	
5	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during warranty period	Annexure AA.3
6	Post warranty, 1st year Vulnerability Assessment and Penetration Testing (VAPT) / WSA certification for website	Annexure AA.3
7	Post warranty, 2 nd to 4 th year Vulnerability Assessment and Penetration Testing (VAPT) / WSA certification for website	Annexure AA.3
8	STQC certification for website valid for a period of 5 years	Annexure AA.3
9	Cloud based Mail server and web hosting with the mentioned server configuration, features and as per the Scope of Work for one year	Annexure AA.3
10	Cloud based Mail server and web hosting with the mentioned server configuration, features and as per the Scope of Work for next four years	Annexure AA.3
11	Migration / transferring whole website (i.e. programme source code, database any other configuration for running website as per NCSM requirement) from existing cloud Service Provider to New Cloud web hosting Service Provider location.	As in tender document and Scope of work and the inputs provided by NCSM authorized officials.

All eleven items are essential and integral part of this tender. Bidders should visit the current website (www.ncsm.gov.in), the detailed scope of work for website, Server hosting spaces, mail services, Copyright/VAPT/WSA certification for warranty and four years post warranty period, STQC certification for website etc. Bidders should bid and submit the break-up as per **Annexure 'C'**.

Detailed Scope of work for Revamping, Redesign and development of NCSM websites is provided in the Annexures AA.1 – AA.3.

4. EARNEST MONEY DEPOSIT (EMD)

- i. Proposal should necessarily be accompanied by an Earnest Money Deposit for an amount of **Rs. 20,000/- (Rupees Twenty Thousand only)**(i.e. 2.5% of estimated cost of the work) in the form of Account Payee Demand Draft/Banker's Cheque/NEFT transfer to NCSM's bank account as per bank details provided in the term sheet. EMD instrument must remain valid for a period of 90 days beyond the final proposal/bid validity period.
- ii. Bids not accompanied by Earnest Money Deposit of the requisite amount with proper validity will be summarily rejected.
- iii. Exemption of depositing EMD is allowed only to the MSME/NSIC registered bidders.

Document required for availing exemption of EMD for MSME's registered with NSIC:

The following procedure is adopted for the bidders of MSME's registered with NSIC:

The MSMEs who intent to claim benefits under MSME act, shall fulfil the following, otherwise they run the risk of their bid being passed over as "INELIGIBLE" for the benefits applicable to MSME's and their bid will not be considered for evaluation.

- a. MSMEs which are specified by the Ministry of Micro, Small and Medium Enterprises under MSME Act 2006 and Public Procurement Policy, 2012 as **Manufacturing/ Service Enterprises should have registered with NSIC under its Single Point Registration Scheme (SPRS). MSME should be registered in the relevant NIC Code for the said work.**
 - b. NSIC certificate with monetary limit indicated should be valid on the scheduled date/ extended date of submission of tender. Certificates without monetary limit will not be considered.
 - c. The items of Product/ Services mentioned under NSIC certificate should be the same or similar to the tendered items
 - d. The monetary limit stipulated in the NSIC certificate of MSME's should be equal or more than the value of work(s)/Supply is/are "In hand (Progress)" awarded under MSME benefits during the financial year plus estimated cost of this tender for availing EMD exemption.
 - e. If monetary limit is less than the value of work(s)/ Supply is / are "In hand (Progress)" awarded under MSME benefits during the financial year plus estimated cost of this tender, they should obtain "Competency Certificate" from NSIC for participating in this tender as well as to avail MSME benefits. The competency certificate should be uploaded along with the tender document.
- iv. The EMD amount shall not bear any interest payable by the NCSM to the successful bidder/un-successful bidder.
 - v. EMD of successful bidder shall be retained by the NCSM which will get converted into Retention Money/ Security Deposit is submitted by the successful Bidder. Whereas, EMD of the unsuccessful bidders will be returned after expiry of the final proposal/bid validity and latest on or before the 30th day after the award of the contract.
 - vi. EMD shall be forfeited and proposal of bidder shall be cancelled in the following cases:
 - a. if any information or document furnished by the bidder turns out to be misleading or untrue in any material respect.
 - b. if the successful bidder fails to execute the Agreement within the stipulated time as per the format of the Article of Agreement as given in this RFP/NIT document in **Annexure - H.**

5. RETENTION MONEY/SECURITY DEPOSIT

- i. This shall mean and be 3% of the total cost of work awarded and paid against this contract.

- ii. The Retention Money or Security Deposit will be deposited by the successful bidder within 7 days from the issue of Lol which will be inclusive of the Earnest Money already deposited by the successful bidder along with the bid/tender.
- iii. The Retention Money or Security Deposit so retained shall not carry any interest thereon.
- iv. 50% of the Retention Money or Security Deposit shall be refundable to the successful bidder after satisfactory completion of the Defects Liability Period post actual successful completion of the work in all respect & handing over as detailed under TERMS OF PAYMENT.
- v. Balance 50% of the Retention Money or Security Deposit shall be refundable after satisfactory completion of the Comprehensive Annual Maintenance Contract detailed under TERMS OF PAYMENT.
- vi. In case of cancellation of the contract, this retention money shall be forfeited and amount necessary to make up this amount shall be recovered from any money due to the successful bidder under this or any other contract with NCSM.
- vii. In case, the successful bidder causes any damage to the property of the Client, the NCSM shall have discretionary rights to execute the repair of damages and recover the amount from the successful bidder or to adjust the equivalent amount from the successful bidder's Security Deposit.
- viii. In case of death of successful bidder, Security Deposit shall be returned /refunded to the legal heir of the successful bidder after adjustment of dues, if any post the actual completion of the work & upon expiry of the specified guarantee/defects liability period as well as satisfactory completion of CAMC period of four years post the Defect Liability Period.

6. PROPOSAL EVALUATION/ SELECTION CRITERIA

A three-stage procedure under Quality Cum Cost Based (QCBS) Evaluation will be adopted in evaluating the proposals

- i. **Eligibility Criteria Evaluation:** Any short coming of the documents will lead to rejection of the bid and other envelope will not be opened.
- ii. **Technical Presentation Evaluation:** The agencies qualifying on the basis of their credentials evaluation will only be called for Technical Presentations which can be at a very short notice of even three days.
- iii. **Financial Evaluation:** Only the bidders/firms securing the minimum qualifying marks based on Eligibility Criteria Evaluation and Technical/Presentation Evaluation as described in details below will be eligible for their Financial Bid Opening & Financial Evaluation.

A. Pre-Bid Conference:

A pre bid conference will be conducted after the tender is uploaded at Central Public Procurement Portal (CPPP) for clarifying issues and clearing doubts to bidders for this tender.

The date, time and place of pre bid conference will be in the schedule table.

Date:01.02.2021

Time:4.00 pm

Venue: Virtually Through Web Conferencing through Google Meet Software

In light of the current COVID 19 pandemic scenario, the pre bid conference will be done through the Web Conferencing via Google meet as per the date and time mentioned above. Each Bidder shall inform the details of participating members **as per Table 1.2 format** in the pre bid conference in the following format through email to Shri K Unnikrishnan, Phone 033-23575545/23570850 at k.unni@ncsm.gov.in latest by 31.01.2021. 15.00 Hrs, Request received after the said date and time will not be considered. Maximum two persons from each bidder will be allowed in the pre bid conference.

Table 1.2

Sl. No.	Name	Company Details	Designation	Contact number	Email Id for Google meet (to send invitation)

Any change in the schedule mentioned above due to unavoidable circumstances will be communicated by NCSM in advance.

B. Technical Evaluation

The proposals submitted by firms would be examined by the committee formed by NCSM. The proposal **should be submitted along a brief synopsis**. It should contain all documents to support the eligibility criteria, a brief report on at least 3 best bilingual websites (one of which shall be GOI/PSU which the applicant might have created and/or maintained must be enclosed (including the screenshot of the websites) and any other relevant information including certifications which demonstrates the capability of the firm/ organization/ agency regarding the website development in sync with the requirement of the NCSM's website. All the document should be submitted as per **Annexure B and Check List**.

If shortlisted by the committee after the technical evaluation, the firm/ organization/ agency will have to make a detailed presentation before the committee regarding their proposal, technology and concept. The firm/ organization/ agency will be then selected/ invited at the discretion of the NCSM, based on the presentation for next bidding phase. Decision of the NCSM in this regard would be firm and final.

- C. A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any finance/budget proposal being opened and compared. The bidders need to score a minimum of 65 percent of the total obtainable score

in the evaluation of technical proposal (as per the marking scheme given in the **Technical cum Creative Evaluation Marks section**) in order to qualify for the opening of the financial bid.

In the Second Stage, the finance/budget proposal of all organizations, who have attained minimum **65 percent score** in the technical evaluation, will be compared. The contract will be awarded to the organization offering the highest score using a cumulative analysis. **Financial Bids** of only those companies, who have passed the first technical evaluation stage and presentation, will be opened and considered for financial evaluation.

During the first stage participants' technical proposals and presentation are examined against the following evaluation criteria:

- i. The Evaluation Committee appointed by the Client shall carry out its evaluation applying the evaluation criteria specified in the bid document. Evaluation of the application would be done as per the documents submitted. Bidders/agencies who are in the trade and are fulfilling the eligibility criteria as per the documents required, would only be called for thematic presentation which can be at a very short notice of even three days.
- ii. Further during the technical presentation the evaluation would be carried out on Quality and Cost Based Selection (QCBS) basis where the Technical cum creative evaluation would be given up to 100 marks.
- iii. Each responsive proposal shall be attributed a technical score. On the basis of the technical assessment, **agencies securing minimum 65 marks out of 100 will** be shortlisted and the financial bids of **only** the shortlisted agencies will be opened. The date and time of opening of the financial bids will be intimated to the selected /shortlisted agencies through CPP portal.
- iv. Each of the short-listed bidder needs to prepare and present on the overall approach, design and methodology including schedule for the complete scope of work and proposed design of the NCSM website to the Technical-Financial Evaluation committee/ panel of NCSM. The bidders will inspect the official NCSM web site at URL <https://ncsm.gov.in> and prepare a presentation of approximately 30 minutes (maximum) duration to be given to the Technical-Financial Evaluation committee / Panel.
- v. Date, time and venue of the Presentation to Technical-Financial Evaluation committee / Panel will be communicated in due course of time. The presentation will be virtually on web conferencing through google meets.

Maximum two persons from each bidder will be allowed in the Presentation to Technical-Financial Evaluation committee / Panel. The following format as per **Table 1.3** will be used for the presentation.

Table 1.3

Sl. No.	Name	Company Details	Designation	Contact number	Email Id for Google meet (to send invitation)
---------	------	-----------------	-------------	----------------	---

Any change in the schedule mentioned above due to unavoidable circumstances will be communicated by NCSM in advance.

The presentation will be of two sections as mentioned below with broad expectation of the presentation mentioned therein. Any doubts on the above can be clarified in the Pre-bid conference.

Sr. no.	Presentation to Technical-Financial Evaluation committee / Panel	Broad Expectations
1	Section 1 : Overall approach and methodology, including schedule	The bidder shall cover the following: i. Overall Approach in line with Scope of Work ii. Methodology covering tentative project plan iii. The overall tentative schedule (Gantt/WBS Chart) shall indicate the cumulative number of days expected to complete the overall task with breakup for each activity. iv. Please note the total number of days starting from project kickoff, content finalization, design of three mocks, development including in house testing of Web Site for Acceptance / Signoff by NCSM shall not exceed maximum 90 days (including weekends and holidays) from the date of LOI / Work order, whichever is earlier.
2	Section -2: Demonstration of proposed sample design of NCSM web site for English as well as Hindi	i. The proposed design shall be modern, professional and responsive and should be demonstrated during the presentation in the following screen layouts : b. Laptop / Desktop c. Ipad d. Smart Mobile ii. Proposed Index Page of the web site shall be catchy, informative and shall have the option for dashboard for review of the various topics on drill down methodology.

		<ul style="list-style-type: none"> iii. Creative utilization of viewing space along with utilization of latest technology / framework shall be included. iv. Structure, flow of information and navigation options at the web site shall be as user friendly as possible with Good searching options, Multiple ways to explore content e.g. top 10, most rates, most popular, etc., Good Internal Linking, Informative header and footer etc. v. Some other important features expected are Contrasting Color Scheme, Fast Load Times, Well Formatted Content, Browsers consistency, Valid Mark up and Clean Code, Good Error handling etc. vi. All the design to be displayed in the presentation shall comply to GIGW version 2. vii. The presentation / design shall cover both English and Hindi version as NCSM web site is bilingual.
--	--	--

D. Technical cum Creative Evaluation Marks

The Technical Bids will be evaluated on the basis of the indicated parameters in the table below:

Evaluation of bids found eligible as per pre-qualification criteria would be undertaken by Technical Evaluation Committee Constituted by the competent authority as per parameters cited below.

Sl. No.	Description of Criteria/ parameter	Supporting Documents	Maximum marks	Minimum qualifying marks
1	<p>Experience clause as mentioned in NIT</p> <p>a. Should have completed one similar work of value not less than Rs. 8 lakh in any of the last 3 years.</p> <p style="text-align: center;">Or</p> <p>b. Should have completed two similar works each of</p>	<p>Please note that work orders submitted without proper completion certificate or testimonial for completion will not be considered. The work completion shall be during last three years prior to 31stDecember2020. Please note similar completed work means the completion</p>	30	20

	<p>value not less than Rs. 5 lakhs in any of the last three years.</p> <p>Or</p> <p>c. Three similar works each of value not less than Rs. 4 lakhs in any of the last 3 years.</p> <p>Awarding of Marks</p> <p>1.1 Submitted work order and completion certificate meeting the above mentioned criteria :20 Marks</p> <p>1.2 Preference to work order issued by Govt / PSU:</p> <p>a. Submitted 1 (one) work order and completion certificate of requisite value as per clause and issued by Govt / PSU. : 5 Marks</p> <p>OR</p> <p>b. Submitted 2 (Two) work order and completion certificate of requisite value as per clause :</p> <ul style="list-style-type: none"> • One of two issued by Govt / PSU and other issued by Pvt Sector 1.5 Marks • Two of two issued by Govt / PSU. and 0 issued by Pvt Sector 1.5*2= 3 Marks <p>OR</p> <p>c. Submitted 3 (Three) work order and completion certificate of requisite value as per clause :</p> <ul style="list-style-type: none"> • One of Three from 	<p>certificate to be enclosed for the experience in the field of web site development only.</p>		
--	--	---	--	--

	<p>Govt/PSU – rest 2 fromPvt Sector – 0.75Mark</p> <ul style="list-style-type: none"> • Two of Three from Govt/PSU – rest 1 fromPvt Sector – $0.75*2=1.5$ Marks • Three of Three from Govt/PSU and 0 from PvtSector – $0.75*3=2.25$ Marks • Zero from Govt /PSUand all Three from PvtSector 0 Mark 			
2	<p>Turnover clause as mentioned in NIT</p> <p>Bidders participating shall have Average Annual Turnover for last three financial years (2019-20, 2018-19, and 2017-18) should be minimum INR 10 lakhs.</p> <p><u>Awarding of Marks</u></p> <p>10 lakh + in 3 out of 3 years = 10 marks 10 lakhs + in 2 out of 3 years = 6 10 lakhs + in 1 out of 3 years = 3 10 lakhs + in 0 out of 3 years =0</p>	The Audited Profit and Loss Account of last three Financial Years will only be considered for the same as mentioned in NIT	10	6
3	<p>CMMI/ ISO certification Quality Certificate (9001)</p> <p>For CMMI Valid / active Certificate and ISO (9001) or ISO 27000 5 marks will be provided</p> <p>For CMMI Valid / active</p>	The copy of valid certificate should be provided by vendor	5	3

	<p>Certificate 4 marks will be awarded</p> <p>For ISO (9001) or ISO 27000 valid and quality Certificate 3 marks will be awarded.</p>			
4	<p>Resource Profile</p> <p>Employee Strength in India</p> <p>> 25 10 marks 16 - 25 - 7 marks 5-15 - 5 marks <5 - 1 mark</p>	<p>A copy from the bidder should be furnished on their letter head</p>	10	5
5	<p>Registered in Central/State Govt. Organizations/bodies.(attach number of documents of empanelment with them)</p> <p>Registered by NIC/ MeITY/ NICS/ empanelled vendor for website development and security audit: 5 marks</p> <p>Registered by other state IT empanelled vendor for website development and security audit or Nasscom registration: 3 marks</p> <p>Private firm not listed in any empanelled vendor : 1 marks</p>	<p>Documentary evidence should be attached</p>	5	3
6	<p>Presentation to Technical-Financial Evaluation committee / Panel : Section 1</p> <p>Overall Approach & Methodology Bidders are expected to carefully go through the broad</p>	<p>Award of marks will be based as per details in RFP</p>	15	10

	<p>expectations as defined in section 1 for the Presentation to Technical-Financial Evaluation committee/Panel and follow. The broad breakup of marks are given as below, decision of the Technical-Financial Evaluation committee /Panel will be final in awarding of the marks in each of the break up section :</p> <p>i. Overall Approach in line with Scope of Work Maximum 5 Marks</p> <p>ii. Methodology covering tentative project plan – Maximum 5 Marks</p> <p>iii. The overall tentative schedule shall indicate the cumulative number of days expected to complete the overall task with breakup for each activity. – Maximum 5 marks</p>			
7	<p>Presentation to Technical-Financial Evaluation committee/Panel: Section 2 Demonstration of proposed sample design of NCSM web site for English as well as Hindi. Bidders are expected to carefully go through the broad expectations as defined in section 2 for the Presentation to Technical-Financial Evaluation committee/Panel and follow.</p> <p>The broad breakup of marks are given as below, decision of the Technical-Financial Evaluation committee /Panel</p>		25	18

	<p>will be final in awarding of the marks in each of the break up section :</p> <p>i. The proposed design shall be modern, professional and responsive and should be demonstrated during the presentation in the following screen layouts :</p> <p>a. Laptop / Desktop</p> <p>b. Ipad</p> <p>c. Smart Mobile</p> <p>Maximum Marks : 5</p> <p>ii. Proposed Index Page of the web site shall be catchy, informative and shall have the option from dashboard for review of the various topics on drill down methodology.</p> <p>Maximum Marks : 5</p> <p>iii. Creative utilization of space along with utilization of latest technology / Content framework shall be included. Maximum Marks : 3</p> <p>iv. Structure, flow of information and navigation options at the web site shall be as user friendly as possible with Good searching options, Multiple ways to explore content e.g. top 10, most rates, most popular, etc., Good Internal Linking, Informative header and footer etc from the admin dashboard.</p>			
--	---	--	--	--

	<p>Maximum Marks :3</p> <p>v. Some other important features expected are Contrasting Color Scheme, Fast Load Times, Well Formatted Content, Browsers consistency, Valid Markup and Clean Code, Good Error handling etc.</p> <p>Maximum Marks : 2</p> <p>vi. All the design to be displayed in the presentation shall comply to GIGW version 2 with security audit and quality certification .</p> <p>Maximum Marks : 5</p> <p>vii. The presentation / design shall cover both English and Hindi version as NCSM web site is bilingual.</p> <p>Maximum Marks :2</p>			
		Total Score	100	65

E. Financial Evaluation

The bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the bidders which did not get disqualified on the basis of point above). Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) = $\{(Financial\ Bid\ of\ L1 / Financial\ Bid\ of\ the\ Bidder) \times 100\}$
(Rounded off to two decimal places)

- ❖ Only fixed price financial bids indicating total price for all the deliverables and services specified in the bid document will be considered.
- ❖ The bid price will include all taxes and levies and shall be in Indian Rupees.
- ❖ Any conditional bid would be rejected.
- ❖ Errors & Rectification: If there is a discrepancy between words and figures, the amount in words will prevail.

F. Overall Evaluation

Under the Quality and Cost Based Selection (QCBS) basis, the **weightage to Technical and Financial Bids would be 70% and 30% respectively.**

The bidder securing the highest Composite Bid Score (i.e. Rank 1) will be adjudicated as the most responsive Bidder for award of the contract. The overall score will be calculated as follows:

$$B_n = 0.70 \cdot T_n + 0.30 \cdot F_n$$

Where, B_n = Overall score of bidder
 T_n = Technical score of the bidder (out of maximum of 100 marks)
 F_n = Normalized financial score of the bidder

In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Contract.

7. TIMELINE

The complete activities are to be finished within 90 days from the date of award of the work as under: -

Activities	Time Frame
Basic template design and approval	10 days from the date of award of the work
Final website design and approval	35 days from the date of award of the work
User Acceptance Testing	10 days from the date of award of the work
Security Audit	20 days from the date of award of the work
Production Deployment on Live server	15 days from the date of award of the work
Maintenance	Ongoing Activity

8. DEFECT LIABILITY PERIOD and COMPREHENSIVE ANNUAL MAINTAINENCE CONTRACT

- i. **Defect Liability Period (DLP) shall be of ONE YEAR** from the date of actual satisfactory completion & handing over of the entire job as certified by the authorities of NCSM.
- ii. The Comprehensive Annual Maintenance Contract (CAMC) will be of **FOUR YEARS** and will commence from the date of satisfactory completion of the Defect Liability Period.
- iii. During the Defect Liability Period and the Comprehensive Annual Maintenance Contract Period, the successful bidder within their quoted rates shall service & maintain the entire website with all its functionalities, rectify any or all the observed defects or any or all the defects as pointed out to them or Security agency or from NCSM within a reasonable time, as decided by the competent authority of NCSM.
- iv. During the DLP as well as the CAMCP, The work must be carried out as Scope of Work and functions mention above. NCSM may add extra tab or submenu with html pages during the redevelopment and Annual maintenance contract.

- v. A register of visits during DLP & CAMCP as well as a log-book of services rendered/ major works done shall be maintained wherein counter signatures of the authorised NCSM shall be obtained from time to time during the service period. The Log-book will be submitted quarterly duly signed by the authorized official for the work to get the payment during CAMC.
- vi. A penalty in the form of deduction as deemed fit by NCSM shall be applied and be deductible from the Retention Money / Security Deposit of the bidder for any lapse in providing services, rectifying defects or in case of an inordinate delay in attending the faults/defects or responding to the service/breakdown calls.
- vii. If the successful bidder fails to rectify the defects within a reasonable time, such defects will be rectified by NCSM by engaging departmental staff or outside Agencies at their discretion, and the cost thereof, as decided by NCSM will be deducted from the Retention Money / Security Deposit/CAMC value of the successful bidder retained by NCSM.
- viii. The bidder may separately prepare & upload a detailed scope of CAMC with other terms & conditions on their letter head which will be mutually modifiable with the successful bidder during the execution of the work and the DLP.

9. DELIVERABLES AND TERMS OF PAYMENT

Successful bidder must deliver their job as per the list of tasks mentioned above in scope of work and in items in price bid, the associated deliverables as mentioned below will be reviewed and evaluated by NCSM IT Division at different stages of the project. After acceptance of NCSM IT Division, corresponding amount as mentioned in price bid will be recommended for payment release.

SI no.	List of Tasks as per Scope of work and Line Items in Price Bid	Completed by the vendor	Acceptance by NCSM
1	Website Re-Design, Redevelopment, Hosting and Maintenance with 1 year warranty		
2	Post Warranty, 1 st Year AMC for website		
3	Post Warranty, 2 nd to 4 th year AMC for website		
4	SSL certificate and Copyright (with the name of National Council of Science Museums), for the website and CMS		
5	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during warranty period		
6	Post warranty, 1st year Vulnerability Assessment and Penetration Testing (VAPT) / WSA certification for website		
7	Post warranty, 2 nd year to 4 th year Vulnerability Assessment and Penetration Testing (VAPT) / WSA certification for website		

8	STQC certification for website valid for a period of 5 years		
9	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work for one year		
10	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work for next four year		
11	Migration / transferring mail services and whole website (i.e. programme source code, database any other configuration for running website as per NCSM requirement) from existing Service Provider server location to New Service Provider location (eg. AWS).		

- Full source codes (codes, graphical interface, scripts, database etc.)
- Training and Knowledge Transfer during delivery.A know-how booklet about the admin roles and its functionalities.
- Editing and proof reading of the website content.
- All content should be stored and kept confidential and vendor should not reuse/replicate/transfer the same to anyone else.
- The vendor should also provide support for all future upgrades/initiatives of NCSM related to website.

Total Contract Payment shall be on progressive basis as per the breakup in the following table:

SL No	Percentage of total Payment admissible (after statutory deductions)
1	For Schedule of Rates for Design, development and deployment of website, 70% payment (excluding the retention money/security deposit) shall be made after successful Go Live sign off by NCSM and within 30 days of submission of the final bill by the successful bidder
2	Balance 20% payment (excluding the retention money/security deposit) shall be made after getting SSL, Copyright and security audit of the website)
3	Balance 10% payment (excluding the retention money/security deposit) shall be made after getting STQC certification of the website)
4	50% of the Retention Money or Security Deposit shall be refundable to the successful bidder after satisfactory completion of the Defects Liability Period post actual successful completion of the work in all respect & handing over Balance 50% of the Retention Money or Security Deposit shall be refundable after satisfactory completion of the CAMC period of 4 years.

For Schedule of Rates, CAMC of website, payment shall be made on quarterly arrears basis, after production of bills.Statutory deductions/recoveries viz. TDS, TDS GST, Labour Cess, etc. shall be made as per the relevant provisions from the payment due to the bidder from time to time.

10. OTHER TERMS & CONDITIONS

- i. The successful Bidder shall submit within 3 (three) days from the date of placement of the work order the duplicate copy of the work order duly signed with official stamp on all the pages as a token of their acceptance of the work order/Lol.
- ii. In case the successful bidder refuses to accept the offer after finalisation or does not comply with sending of acceptance of the order within 03 (three) days from the date of placement of the order as per the finalised and accepted terms & conditions, earnest money deposit would be automatically forfeited and the order shall be cancelled forthwith.
- iii. **Penalty Clause :**
In case of non-completion of the entire work within the stipulated time, and the delay is not attributable to requirements related to NCSM, **Liquidated Damage (L.D.) @1% per week of the total cost of work awarded subject to a maximum of 10% of the gross value of work done or cost of work awarded, whichever is greater,** shall be recovered from the bill of the successful bidder.
- iv. The quoted rate shall remain unchanged during the entire contract period.
- v. The successful bidder shall be liable for depositing all taxes, levies, cess, etc. on account of service rendered by it to concerned tax collection authorities from the time to time as per extant rules and regulations on the matter.
- vi. The successful bidder shall maintain all statutory registers under the applicable laws. The bidder shall produce the same, on demand, to the concerned authority of this Office or any other authority under Law.
- vii. The Tax Deduction at Source (TDS) shall be effected, as and when applicable, as per the provisions of Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the bidder/contractor/supplier by this Office.
- viii. In case, the successful bidder fails to comply with any statutory/ taxation liability under appropriate law and as a result thereof this Office is put to any loss/ obligation, monetary or otherwise, this Office (National Council of Science Museums, Kolkata) will be entitled to get itself reimbursed out of the outstanding bills or the Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.
- ix. **Before submitting the offer, bidders may visit the website of National Council of Science Museums (www.ncsm.gov.in) for planning, designing, nature and quantum of work.**
- x. Bidders should provide the details of their local office, service centres in Kolkata/West Bengal for after sales service and maintenance of the entire system.

- xi. Bidders should provide escalation matrix of their company for this project. Names of all the persons, contact details along with their designation should be submitted.
- xii. Bidder should submit the details of the major projects which they have done in the last Five Years.
- xiii. Notwithstanding anything contained herein above, in case of any dispute, claim and/or legal action arising out of this contract, the same shall be subject to the jurisdiction of courts at Kolkata only.
- xiv. **Arbitration Clause:** All disputes and differences between the successful tenderer and the Council of any kind, except quality of workmanship and materials, whatever arising out of or in connection with the order on the carrying out of the work (whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the terms and conditions of the order) shall be referred to the sole arbitration of a person nominated by the Director, Central Research & Training Laboratory, whose decision in this regard will be final and binding on both the successful Tenderer and the Council.
 - a. The provisions of the Arbitration and Reconciliation Act 1996 or any statutory modification of the rules made there under for the time being in force shall apply to arbitration's proceedings under this Clause.
 - b. All disputes or differences which may arise out of or inconnection with or are incidental to the contract(s) including any dispute ordifference regarding the interpretation of the terms and conditions of any clausethereof which cannot be amicably resolved between the parties shall be referredto the sole arbitration by an arbitrator appointed under the provision of IndianArbitration Act and subject to jurisdiction of courts in Kolkata only.
- xv. **Force Majeure:**
 - a. Circumstances leading to force majeure:
 - i. Act of terrorism
 - ii. Riot, war, invasion, act of foreign enemies, hostilities (whether war be declaredor not), civil war, rebellion, revolution, insurrection of military or usurped power;
 - iii. Ionizing radiation or contamination, radio activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive or other hazardous properties of any explosive assembly or nuclear component.
 - iv. Epidemics, earthquakes, flood, fire, hurricanes, typhoons or other physical natural disaster, but excluding weather conditions regardless of severity; and

- v. For the avoidance of doubt, inclement weather, third party breach, delay in supply of materials (other than due to a nationwide transporters' strike) or commercial hardship shall not constitute a Force Majeure event.
 - b. If at any time, during the continuance of this contract, the performance, in whole or part, by either party, of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, Civil Commotion, Sabotage, Fires, Floods, Earthquakes, explosions, strikes, epidemics, quarantine restrictions, lockouts, any statute, statutory rules/ regulations, order of requisitions issued by any Government Department or Competent Authority of acts of God (here-in-after referred to as event) then provided notice of the happening of any such event is given by either party to the other within twenty one days from the date of occurrence thereof, neither party shall, by reason of such event, be entitled to terminate this Contract nor shall either party have any claim for damage against the other in respect of such non- performance or delay in performance, and the obligations under the Contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist.
 - c. **Right of either party to terminate the contract** : PROVIDED FURTHER that if the performance in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event beyond a period as mutually agreed to by the NCSM and the Firm/ organization after any event or 60 days in the absence of such an agreement whichever is more, either party may at its option terminate the Contract provided also that if the contract is so terminated under this clause the NCSM may at the time of such termination take over from the Contractor at prices as provided for in the contract, all works executed or works under execution.
 - d. **Notification of Force Majeure:** Service Provider / Consultant shall notify within [10(ten)] days of becoming aware of or the date it ought to have become aware of the occurrence of an event of Force Majeure giving full particulars of the event of Force Majeure and the reasons for the event of Force Majeure preventing the Affected Party from, or delaying the Affected Party in performing its obligations under the Contract.
 - e. **Payment in case of termination due to Force Majeure** : The Contract Price attributable in line with Purchase Order / Contract Documents as at the date of the commencement of the relevant event of Force Majeure shall be considered. The Service Provider / Consultant has no entitlement and NCSM has no liability for:
 - 1.1 Any costs, losses, expenses, damages or the payment of any part of the Contract Price during an event of Force Majeure; and
 - 1.2 Any delay costs in any way incurred by the Vendor / Bidder due to an event of Force Majeure.
 - 1.3 Time extension for such cases will be worked out appropriately with mutual consent.
- xvi. **Code of Integrity for Public Procurement and Integrity Pact (CIPP):** All tenderer shall comply with the requirements of Code of Integrity for Public Procurement and

Integrity Pact (CIPP) in all tenders above Rs. 10 Lakhs. Failure to sign the integrity pact shall lead to outright rejection of bid. Please refer the CIPP Format in **Annexure-N**.

- xvii. The Purchase Order will be complete in all respects and supersedes all previous correspondence, record notes, Minutes of Meeting, discussions, and representations.
- xviii. Service Provider / Consultants are requested to carefully study all the Tender documents and tender conditions before quoting their rates. No alteration in the Tender will be allowed after the opening of the Tender.
- xix. The Service Provider / Consultant should read the tender conditions carefully and return one copy to NCSM duly signed by them in token of having read, understood and accepted the conditions.
- xx. Service Provider / Consultant shall give a declaration that they are not under any holiday/ blacklist declared by any department of the State or Central Government or by any other Public Sector Organization and that there is no inquiry in respect of any corrupt or fraudulent practice pending against them.
- xxi. Service Provider / Consultant shall keep NCSM indemnified against all penalties, claim and liabilities of every kind for any violation of such Acts, Laws or Regulations etc. by Vendor / Bidder, or his agents or his staff. NCSM shall not be responsible for any compensation payable due to accident or otherwise to any of Vendor / Bidder's workmen & the responsibility of the same lies with the Vendor / Bidder.
- xxii. There will not be any employer-employee relationship between NCSM and the personnel deputed by Service Provider / Consultant.
- xxiii. All rates given in the tender must be expressed both in words and figures and where there is a difference between the two, the rates given in words will be taken as correct.
- xxiv. Any tender received late or not conforming to the terms and conditions prescribed in the Tender Documents will be rejected. Tenders not accompanied by Earnest Money, (unless eligible for exemption) will be rejected.
- xxv. NCSM reserves the right to accept or reject any or all bids without assigning any reason thereof.

11. BILL OF QUANTITY

SI no.	Items	Quantity
1	2	3

1	Website Re-Design, Redevelopment of National Council of Science Museums (Bilingual) based on Compliance matrix from GIGW (Guidelines for Indian Government Websites) Version 2.0 and Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights during 1 year warranty period.	1 job
2	Post Warranty, 1 st Year AMC for website	1 job
3	Post Warranty, 2 nd Year AMC for website	1 job
4	Post Warranty, 3 rd Year AMC for website	1 job
5	Post Warranty, 4 th year AMC for website.	1 job
6	SSL certificate and Copyright (with the name of National Council of Science Museums), for the website and CMS during Post Warranty, 1 st Year	1 job
7	SSL certificate and Copyright (with the name of National Council of Science Museums), for the website and CMS during Post Warranty, 2 nd Year	1 job
8	SSL certificate and Copyright (with the name of National Council of Science Museums), for the website and CMS during Post Warranty, 3 rd Year	1 job
9	SSL certificate and Copyright (with the name of National Council of Science Museums), for the website and CMS during Post Warranty, 4 th Year	1 job
10	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 1 st Year	1 job
11	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 2 nd Year	1 job
12	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 3 rd Year	1 job
13	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 4 th Year	1 job
14	STQC certification for website valid for a period Post Warranty, 1 st Year	1 job
15	STQC certification for website valid for a period Post Warranty, 2 nd Year	1 job
16	STQC certification for website valid for a period Post Warranty, 3 rd Year	1 job

17	STQC certification for website valid for a period Post Warranty, 4 th Year	1 job
18	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 1 st Year	1 job
19	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 2 nd Year	1 job
20	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 3 rd Year	1 job
21	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 4 th Year	1 job
22	Migration / transferring mail services and whole website (i.e. programme source code, database any other configuration for running website as per NCSM requirement) from existing Service Provider server location to New Service Provider location (eg. preferably AWS).	1 job

Annexure AA.1

3.1. Website Re-Design, Re-Vamping And re-Development with 1 year warranty

The NCSM invites bids from reputed firms/organization/agency to design and develop a new dynamic website for the organization with latest modules and tools in accordance with the guidelines for Indian Government Websites (GIGW) and other government guidelines. The website will be bilingual that is in Hindi and English Language. The successful bidder will study the existing website design, web-content tree, mailing services and scope of work (add-on functions) carefully and minutely.

SI. No	Features	Description
1.1	Bi-Lingual Website	The website shall be bilingual in English and Hindi. Backend to be developed in a manner which easily enables non technical users to upload both English and Hindi content with minimal user intervention from single interface in the backend. The upload workflows should ensure efficiency and eliminate duplication of uploader's effort. Hindi Unicode fonts shall be used on the website. Content should be grammatically correct and free from spelling mistakes.
1.2	Responsiveness	The Website should support responsive page design compatible to multiple size screens (computer, tablet, mobile and any other smart device regardless of brand, make or model). Website must be fully responsive with all pages content and functionalities into appropriate size. A splash Screen may pop up on the landing of the page when admin opt to highlight the message or banner from the CMS. These splash screen may pop be in the format of TEXT/JPEG/image files.
1.3	Design	Creation of a dynamic website with new look and feel. The requirement of design is to provide a modern aesthetics to all landing and internal pages of the website. The detail is given in the section A“Design specification of Pages” .
1.4	Open Source Cms Platform	Website is to be developed on an open source CMS or similar framework which does not include any recurring costs for continued usage of the system. Strong CMS capabilities to deliver administrative support with adding menu/submenu, banner, notice etc in the websites. MVC architecture must be followed for the development of the site. 1. The entire website of NCSM is to be managed by a comprehensive Content Management Service (CMS)

		<p>framework for regularly updating the information, publishing/un publishing webpages etc. This CMS shall be accessible through a web browser.</p> <ol style="list-style-type: none"> 2. Enhancement/Maintenance of the existing CMS shall be in Bidder's scope. Addition of new feature / modification of existing features shall be incorporated as per the instructions of NCSM. 3. Dynamic Menus Menus and submenus should be created based on the page tree as pages are added and subtracted. These should be styled entirely through CMS. 4. User Privileges an administrator can grant as little or as much control to content editors or groups as needed. Individual departments of the organization shall do the content management of the website/publishing of content on website and the administrator shall give necessary roles, maker/checker access to them for publishing of respective content on website. 5. Rich Text Editor – The CMS should have Rich Text Editor embedded so that CMS user can host/edit HTML pages with minimal efforts. 6. Addition / Deletion / Change /Up gradation of Menu item(s) / Submenu item(s) / Content(s) shall be provided as a workflow application. 7. The successful bidder will study the existing website design, web-content tree, mailing services, facilities/Menu option. Before inception of the project, the bidder should give the web-content tree. NCSM may add some menu and pages for final submission.
1.5	Role Based User Access	<p>Super admin should be able to create multiple users in the backend and create custom roles for each user in terms of which modules they can access and moderate. i.e. department admins should be able to manage content for their own departments. Role based access should include hierarchal duties such as maker-checker distinctions etc. Users can also be given multiple roles.</p>
1.6	Cross- Browser Compatibility	<p>The design should support cross browser rendering across all prominent operating systems as well as platforms such as desktops, laptops, and mobile devices. Users can open the website on any Smartphone, tab, iPhone and all other capable phones & mobile devices with the gadget compatibility. A robust testing, QA process and UAT shall be performed for each page to ensure the cross browser compatibility.</p>

1.7	Robust Audit Trail	The website should retain a robust audit trail and should track all backend activities of every user including admin, and all additions/edits made on the new website including but not limited to addition/editing of content, upload of digital content, changes in designations and roles etc. The login trail of the users must be maintained securely and individually.
1.8	Breadcrumb trail	The portal may include a navigable breadcrumb trail. All levels of navigation must be represented and must be active and make sense on its own.
1.9	Dynamic Home page Management	Pop up module in the backend shall enable admin to manage content presented on a universal website pop up including titles, text, images, video, call to action button styles, Hyperlinking etc.
1.10	Home Page management	Robust banner management for home page including facility to add images, videos, relational and contextual text content, call to action buttons, hyperlinks and modern animation effects. Admin should be able to add multiple slides in various permutations and combinations of features described above.
1.11	Latest News	Home page should have 'Latest news' section and it must also be maintained independently in an internal page, navigable via the main navigation menu. Admin should have the option of selecting/de selecting any content or page from backend to be listed in both what's new sections. The Home Page 'Latest news' section will be limited to 7-9 entries with a 'View More' button. Clicking the 'View More' button will lead user to internal Latest news page which will list all items selected in the backend by admin.
1.12	SEO and Meta Tag Management	Each page should provide individual SEO (Search Engine Optimization) management including metatags, meta descriptions etc. At default, SEO management should be unique for each page of the website in the backend. Facility should be provided to add Meta Tags and Meta Descriptions on each article page with English and Hindi option.
1.13	Image and Video Management	Solution should include a robust image and video gallery module, enabling admin to create multiple image and video galleries. Created galleries may be published or stored as drafts. Admin should be able to insert galleries in any page across the website. Video galleries to include options for both self hosted and video links (YouTube etc.). Galleries should also have a dedicated Media Page where users could find all image and video

		galleries organized manually via backend. Each rich media content should come with facility to add relevant tags and other relevant meta information. The gallery display page should provide functionality to sort or arrange w.r.t to date, name etc.
1.14	Social Media	Home page must have Social media page (Facebook, Twitter). The social media page will update the tweets and posting of NCSM and give the option to user to like/comment. The post are updated dynamically from the social media pages of the NCSM.
1.15	Future Posting	Any post can be scheduled with a future publish date and time. The targeted content will automatically be published on the website frontend at the pre-set date and time. The date and time can be reconfigured multiple times provided the current set time and date has not already passed. This applies to all posts, articles, pdf etc.
1.16	Archival of Contents	Automatic archiving facility must be provided on expiry of event/ tender/announcement/career opening etc. the archive section can also be done manually by clicking option from admin section and also can be renewed. Archive old reports and data should have the option of search facilities w.r.t time, text, year wise , month wise etc.
1.17	Visitor Count	Application should have capability to record the visitor count and same shall be displayed at the prominent place on Website. Website to showcase visitor count at both home pages (English & Hindi). NCSM shall be able get following information with reference to above : <ol style="list-style-type: none"> a. The total period since during which the number of hits have reached. Starting year / month to till now. b. Web Site page Source wise breakup of hits /access to segregate domestic / international access breakup / pattern with information about source IPs. c. The section / report of the NCSM web Site viewed maximum / minimum number of times. d. The browsing period / time spent by a particular source IP etc.
1.18	Web Analytics	Web analytics reporting and metadata provision must be there with CMS. Every portal pages must include additional code to enable the collection of visitor statistics for the product which is not updated with refreshing the page. Website should include modern frontend user analytics such as total visitors, most vs. least popular pages, Landing pages, exit pages, crash analysis, user device, user browser, user geography, user click through

		chart etc. Data should be filterable via custom start end dates, type of device etc. All the web analytics must be shown at one page with filters search in admin or subdomain domain.
1.19	Metadata and Site-wide Search	All content on website should be searchable including titles, text, Meta tags, alt descriptions of rich media, etc. Search results to list aesthetically and as per logical hierarchy. Search box should be available to users on all pages of the NCSM website and should be designed keeping consistency of page position for predictable user Experience.
1.20	Content Migration	All content of existing NCSM website to be migrated to the new website. Additional content may be provided by NCSM to be uploaded on the new website as well. Existing content may be provided by NCSM in physical/available format in soft copy such as .txt /.doc/ .xls /.pdf /images such documents.
1.21	SSL Integration	SSL certificate shall be integrated by the vendor.
1.22	Feedback/contact form	Website should feature a feedback form on the “contact us” page. All submitted feedback should be emailed to a designated email ID(s) which can be configured from backend and an acknowledgement e mail should be sent to user in format prescribed by admin.
1.23	Copyright and Licenses	Any kind of license to be used eg. Database, webserver/Application shall be managed/supported/renewed etc. by the vendor whenever/ wherever required. In case any license needs to be procured, it shall be done by the vendor. Copyright should be in the name of National Council of Science Museums and done by the vendor
1.24	VAPT	Advanced security features securing the website from any hacking vulnerabilities, threat, penetration, Brute force attacks, etc. Vulnerability Assessment and Penetration Testing (VAPT)/Website Security Audit WSA shall be done on Staging server and the observations/gaps may be closed within 30 days of reporting the gaps. In addition, any observation related to Website raised in Information Security/Information System Audit shall be closed by the vendor. All possible security measures should be taken to prevent hacking of the website and the bidder should have contingency plan in place for situation like these.If any vulnerability is raised during the warranty and maintenance years by any security agency like CERT-In, IB etc., the bidder is required to resolve it at the earliest.

		<p>Security provisions should be as per OWASP guidelines to handle latest vulnerabilities such as:</p> <ul style="list-style-type: none"> SQL Injection Cross Site Scripting (XSS) Broken Authentication and Session Management Insecure Direct Object References Security Misconfiguration Cross Site Request Forgery DDoS Attack <p>The above list is just illustrative and not exhaustive.</p> <p>The bidders shall be solely responsible for Security Audit by a CERT In empanelled information security auditing organization as and when required as per CERT In guidelines.</p> <p>The developed website shall work on HTTPS protocol and bidder shall be responsible for obtaining SSL certificate for the same. Any charges borne on account of obtaining and implementing SSL certificate shall be in the scope of bidder.</p> <p>The vendor must do the security audit of the website by any agency that is in the current empanelment of CERT-IN for IT security Audit.</p> <p>The security audit certificate as per Annexure – J and filled document of as per Annexure- K and Annexure-L are to be provided to NCSM.</p> <p>The website must compliance as per security audit and modified accordingly.</p> <p>Total of 5 VAPT audits are required over the five years contract.</p>
1.25	STQC Certification	STQC certification shall be obtained by the vendor after development of the website.
	Compliance to Audit/Guidelines	<p>After development of the website and before deploying the same on production server, the bidder should get the security audit done by a CERT IN empaneled information security auditing organization as per CERT IN guidelines. A certificate to this effect should be submitted to NCSM before deploying the website on production server. Any fee/charges incurred on account of CERT IN certification are to be borne by the bidder.</p> <p>Bidder shall apply all the requisite testing techniques such as Application Development and Unit Testing, Integration Testing, Security Testing, System Testing and Functional Testing. The testing of developed website shall be entirely based upon GIGW guidelines, accepted standards and practices, including W3C compliance and</p>

		<p>a self-certification by bidder to this effect should be submitted.</p> <p>Bidder should done the STQC certification of the website from the concerned department.</p>
1.26	Staging Server and Web hosting server	<p>Vendor should provide the servers one for go live and another for staging server for testing etc. The link for staging server will be different and configured according to the requirement. Both server will be updated as per requirement. The configuration of the cloud web hosting server and others are provided in Section B.</p>
1.27	Backup	<p>The administration page shall be made available through web login with proper authentication and access control which controls all the above features including backup/recovery/access control settings, user creation, publishing/ creating pages, change of menus, design/change of template etc. The content of the website would be synchronized for automatic backup every end of the day for last 30 days (not complete backup but only the changes may be recorded keeping the static data intact).Vendor shall take backup of website code and data on weekly, monthly and quarterly basis during contract period (Warranty and AMC). A report regarding the backup should be made available to admin time to time or when required.</p>
1.28	Compliance as per GIGW Release 2.0 and others future modification	<p>Compliance of General and Accessibility Guidelines as per Compliance Matrix of mandatory points as per GIGW Release 2.0 should be done by successful bidder. The compliance matrix can be obtained from the site https://web.guidelines.gov.in . The successful bidder can also update the site during the warranty and AMC period in accordance to GIGW guidelines and circular as received during time to time from CERT and other government agencies.</p>
1.29	E-governance related section and Employee Corner	<ul style="list-style-type: none"> a) The website should have an e-governance related section accessible only to permanent employees on authentication. Admin of the website should have privilege to add or remove any user. This section should provide facilities for: b) Downloading/uploading/online filling in of forms related to leave, tours, LTC,TA, medical reimbursement etc., c) Online Staff profiling, Feedback, Registration will be there. d) Personal Information Management System including pay slip archival, Pension statements,

		<p>form 16, etc.</p> <ul style="list-style-type: none"> e) Accessing circulars, Purchase and stores requests. f) Applying for Guest house, Institute's Resources (vehicle, seminar hall, etc.) training/Workshop, etc. g) Hierarchal approvals process against above mentioned activities with auto email to the consignee may be provided. h) Different links and documents files like e-Office, e-mail services, Health care organizations, Biometric Attendance System etc should be incorporated in the section. i) Employee can view their name, DoB, Designation, Salary slip, LTC form 16, service books, Vehicle requisition slip, offline attendance report etc. with past login trail and archival information. j) CMS must provide with authentication to automatic trigger all reports to all employees in their portal and mails like Salary Slip, Leave details, Form 16 Service books etc. k) Admin has the option for each content to make the option to publish in public web site and employee corner. Admin can register all the employee via email and send the communication with the emails. <ul style="list-style-type: none"> l) Employee can download and can print their salary slips, Leave details, Form 16 Service books etc from their employee corner and from the mail. Employee corner must be similar to have an account for each individual employee where he/she can see their information with detals like salary slips, leave details, form 16 service books etc. m) Mandatory format for the above said reports and methodology will be given by NCSM in due course of time. n) The employee corner will also give opportunities to all employee to fill the official forms (as stated above) and also the opportunities to take print out of those forms and trails. o) All the activities regarding the final submission of forms will be available to the administration end.
--	--	---

		<p>The administration can upload the scan copy of the form for their records.</p> <p>p) Admin should have dashboard to control all internal communication, publishing notice, circulars, forms etc. for documentation purpose.</p> <p>q) The details will be provided by NCSM in due course of time as required by the successful bidders. All the employee will get an standard option via mail authentication of Password recovery. The security and integrity must be ensured at all stages.</p> <p>r) A functionality to export and import the data via Excel file or CSV file must be there on the CMS side of the site. This functionalities will help to fill the data of employees. The time for uploading the data may extend during the maintenance contract period.</p>
1.30	Web Content Accessibility Guidelines	The website complies with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 level AA. This will enable people with visual impairments to access the website using assistive technologies, such as screen readers. The information of the website is accessible with different screen readers, such as JAWS, NVDA, SAFA, Supernova and Window-Eyes.
1.31	Additional Important	<p>a) Develop Content Management System as per GIGW Guidelines.</p> <p>b) Migration of the existing content on new website with new features and functionalise as per scope of work.</p> <p>c) Content of website shall be provided by NCSM in both languages.</p> <p>d) The website shall be audited by a Cert In empaneled agency for its vulnerability assessment & penetration testing. This shall be coordinated and executed by the successful Bidder.</p> <p>e) The website shall be with no security error or vulnerability. The successful vendor must ensure and rectify if any vulnerability or security error appeared in the warranty and AMC period.</p> <p>f) The site should have a site-search facility, that searches pdfs, docs, images, text, videos, etc. and also permits searching for staff by name, designation, centres, regional centres, etc. The portal will give opportunities to fill the employee from the CMS end.</p> <p>g) The website should provide a section accessible only</p>

		<p>to permanent employees on authentication. This section should provide facilities for downloading / uploading and updating Personal records, information of their profiles, Centres information, accessing circulars, notifications and viewing events etc.</p> <p>h) Integrate Social Media icons, NCSM mail, NCSM's Library facility and other linked webpages/ websites /portals and link it with the respective pages.</p> <p>i) The administration page shall be made available through web login with proper authentication and access control which controls all the above features including backup/recovery/access control settings, user creation, publishing/ creating pages, change of menus, design/change of template etc. The content of the website would be synchronized for automatic backup every end of the day for last 30 days (not complete backup but only the changes may be recorded keeping the static data intact).</p> <p>j) The visitor should also be able to register him/herself on the portal to get the newsletter or update and can be integrated with book facilities of ticket on booking portal.</p> <p>k) The Login details of CMS and other dashboards must be made available to the council immediately whenever it is created or modified.</p>
1.32	Maintenance & Updating	<p>Maintenance of website for four years after warranty: The vendor has to deploy sufficient technical, graphics, language experts to maintain and update the website. The website needs to be updated in order to accommodate any future changes and requirements at NCSM eg. Integration of mobile application with website content, integration of cataloging or inventory software or social media apps integration with websites etc.</p> <p>The administration page shall be made available through web login with proper authentication and access control which controls all the above features including backup/recovery/access control settings, user creation, publishing/ creating pages, change of menus, design/change of template etc. The content of the website would be synchronized for automatic backup every end of the day for last 30 days (not complete backup but only the changes may be recorded keeping the static data intact).</p>
1.33	Implementation Approach	<p>1. On receipt of work order, the bidder should prepare at least 5 sample layouts for the website along with the presentation and the same should be submitted</p>

		<p>to NCSM for approval. All changes, suggestion for the layout would be done by the bidder. Further development should only be started after approval.</p> <ol style="list-style-type: none"> 2. Development should be done based on cyber security guidelines. All existing content of the website should be converted so as to comply with Government of India website guidelines (GIGW) including all PDF and HTML files. The website should be subsequently launched. 3. The broad implementation milestones are mentioned below: <ol style="list-style-type: none"> a. Project Initiation b. Preparation of Sample Layout c. Finalization of Home Page/Color/Font etc. d. Website Functionality (Site Map) e. Approval of Functionality f. Content Placement g. Web Guidelines Audit, Security Audit and Submission h. Website Uploading and Launch i. Maintenance of Website 4. Bidder shall also identify training requirements particularly with reference to operation of Content Management System. Identified officials of NCSM would be trained before Go Live of the website.
1.34	Technology Platform and suggested methodology	<ol style="list-style-type: none"> a. The website shall be developed using latest version of bootstrap which enables the website to be compatible with any viewing device, be it laptop, personal computer, smart phones (having Android, iOS, Windows etc. as operating system), tablets, LCD screens etc. of varied sizes without compromising on the alignment, readability, structure and beautification of the webpage. b. Design and development of the website should preferably be done on PHP Mysql MVC architecture (version 4.0 or above)/Web forms. Server used for hosting the application shall have Windows Server Operating System. c. Ajax framework like KSS (Kinetic Style Sheet), JQuery, MooTools etc. may be used in search or listing purpose in the portal to aware the visitors in an ease way. <p>Suggested Methodology and Technological Features</p> <ol style="list-style-type: none"> 1. Revamping and Redesigning the existing websites :

		<ul style="list-style-type: none"> a. Frontend Development : Design, Layout, Content and Images b. Backend Development: Programming and admin panel creation c. CMS, Server setup and hosting d. Integration of social media hops of NCSM to the websites <ol style="list-style-type: none"> 2. Strong CMS capabilities to deliver administrative support with adding menu/submenu, banner, notice etc in the websites. 3. The website and its component must use HTML 5 mark-up for developing, structuring and presenting web content. 4. The developer should design the content and interface of websites and Web applications for small and medium screen sizes. Thus, when the user arrives at an optimized website from a mobile device, the website organizes the user interface (UI), filters and adapts the content for a tablet or a smartphone, and re-organizes the content for a desktop version. 5. Responsive Web design with HTML5 and CSS3 must be followed for the mobile optimization. All optimized versions and the desktop must serve the same HTML from the same website and same set of URLs. Websites and web applications are optimized for mobile devices by adapting the layout and design of websites and web applications for small, medium and large screen sizes and for different input methods, such as portrait or landscape orientation, touchscreen input and by keyboard and mouse input. 6. The portal may include a navigable breadcrumb trail. All levels of navigation must be represented and must be active and make sense on its own. 7. The portal must be compatible with the current platforms and browsers including assistive technologies. 8. CSS must be completely separate from page content and structure, and referenced as external files from within a page's head element. Inline or embedded styles must not be used. Each page must use and declare UTF-8-character encoding. 9. The Content management system for the portal
--	--	---

		<p>must have option to add/delete/update all the components of the websites and all dynamic pages developed using CMS must be converted into independent static HTML pages, for the various quality control stages and including when they are put into production.</p> <ol style="list-style-type: none"> 10. Staging Server will be in place to do the Security Audit whenever it is required. Staging site must be in sync and updated with the current active sites. 11. CMS will be provided with authentication page for log in, Registration page, with SSL. 12. The VE portal must include for each language version a full copyright statement identifying all rights holders. 13. All still-image graphics must be optimized and enhanced for the web to reduce file size and download time. Pre-scaled version of the images must be available sever side for tablet or smartphone optimized version of the portal to help reduce user bandwidth use and frequent resizing. Exception may be granted by NCSM in certain situations where the use of proprietary solutions is needed to meet project objects. In this case, the optimized option intended for tablets and smartphone must offer the choice to continue with a main simple text HTML version. 14. The portal pages must not initiate the download of a full-size content image file unless the user has expressly requested it. This requirement is intended to restrict the development of pages that include both image thumbnails and their associated full-size versions that are hidden via CSS until the user focuses on the thumbnail. Such pages are usually very large, require more bandwidth, and force the user to download content in which they have not expressly signaled an interest. 15. Video files MUST be available in variable format sources (e.g., MP4, WebM, Ogg formats) within the video element in order to be supported by various browser agents. If a video file is prepared for delivery in a high-bandwidth environment, an alternate low-bandwidth version must also be prepared and provided to users. 16. The platform should be robust to host with Virtual Exhibition 360 degree and 3d scan objects. The successful bidder will give a demo by uploading
--	--	---

		<p>3dScan objects (.obj /stl files) and virtual exhibitions.</p> <p>17. The server hosting (with database) should have elastic facilities to meet the demand of no. of visitors.</p> <p>18. Persistence API or Open Source ORM may be implemented for reducing the load on database server.</p>
1.35	Website Features	<p>1. Bilingual/Support for other languages – When HINDI is clicked entire content should be displayed in Devanagari/Mangal/Kruti script or any other Hindi font in vogue. The website should also provide multi lingual translation tool to enable website readability in different language formats selected by user. It is also to be ensured that Hindi/ regional language fonts have been tested on popular browsers for any inconsistency (loss of layout).</p> <p>2. Multiple Font Sizes – The website should have hyperlinks to scale up/scale down font size of the content of webpages. (A A A+).</p> <p>3. Search Engine Optimization – The search engine optimization of the new website shall be done in such a way that it appears in the top 10 results of major search engines like Google, Bing, Yahoo etc., preferably on the first position while searching with the names/keywords, which shall be provided by NCSM during the implementation phase. It should also support organic search. The scope of optimizing the search engine shall continue until the validity of this project.</p> <p>4. Glyphicon for Social Media – Glyphicons are to be provided for social media accounts of NCSM on Twitter, Facebook, and Instagram etc. at the top and bottom right corner for the website.</p> <p>5. Embedding Maps – The website should have a provision to embed maps for registered office, National centres, regional science centres and District science centers of NCMS in satellite view and maps view.</p> <p>6. Web Analytics and Visitor Count – Website should have the provision to record number of visitors and should also be compliant to various parameters of web analytics which would help NCSM in making informed decisions about optimizing website content.</p> <p>7. Least Site Opening Time – Bidder shall ensure that</p>

		<p>website (Home Page) opens in least time possible i.e. the hyper references and javascripts should be placed in such a way that the rendering time of the website is not compromised.</p> <p>8. Detection of Requesting Device and Respective Rendering – The website should have the provision to detect the device from which the rendering request is being received and correspondingly post the response. For example, if the request is coming from any mobile device, the website should automatically detect the device type or browser type and render the mobile view of the website.</p> <p>9. Screen Reader Access – The contents of the website should be readable using any Screen Access Reader Software to Visually Impaired Users.</p>
1.36	Tender Section/Module	<p>a) Enhancement/ Maintenance of the existing Tender Module shall be in Bidder's scope.</p> <p>b) Facility to upload tender/corrigendum and any other required documents by authorized user.</p> <p>c) Facility to search tender documents as per options mentioned in site.</p> <p>d) Addition of new feature / modification of existing features shall be incorporated as per the instructions of NCSM.</p> <p>e) Addition of new feature in Tender module may require changes in CMS, which shall also be managed by the bidder.</p> <p>f) Module should have the flexibility to segregate content into Open Tenders, Technical Evaluation, Financial Evaluation, Award of Contract etc. Post award of contract, the tender will go in archival.</p> <p>g) This list is tentative and not exhaustive and further levels of segregation can be added/deleted.</p> <p>h) There should be separate section of Corrigendum/Addendum for a particular tender published on website.</p> <p>i) A separate form for "Award of Contract" should be made available wherein entries of those purchases are to be made, which were done on nomination basis/direct purchase. The data in this form is to be entered by respective departments through CMS.</p>
1.37	Other Conditions	<p>Enhancement/modification/development of existing website shall be incorporated as per the instructions of NCSM and should be delivered in a timely and professional manner adhering to the deadlines, if any. Website maintenance shall include the following works:</p>

		<ul style="list-style-type: none"> • Updates to calendar or events. • Update breaking news or upcoming events. • Update photos/gallery, graphics, graphs and charts. • Update Text re writes and improvements. • Site facelifts and makeovers. <p>Enhancements may require technical changes in CMS (that may require code change) which shall also be managed by the bidder.</p> <p>Sending alerts through Email, SMS etc. For sending email and SMS, email and SMS gateway would be provided by NCSM.</p> <p>All content and media in the website will be copyrighted material of the owner i.e. NCSM.</p> <p>The website should be developed with master header and uniform content pages, so that font, font size, color and other cosmetic appearances should be uniformly maintained throughout the website.</p> <p>Support for maintenance and availability of website shall be in bidder's scope on 24 x 7 x 365 basis. Provision for helpdesk and technical support on telephone and email on 24 x 7 x 365 for all maintenance related issues regarding website is to be provided.</p> <p>The bidder should provide a single point of contact for all issues regarding website.</p> <p>Mapping of NCSM registered domain name with website shall be in the scope of bidder.</p> <p>The bidder should store and track version of content which should have the facility to roll back previous to versions, if needed. Also, any update made in any content should be date tracked and date of updation should be displayed in right top corner of the content page which is updated facility to review the content is required before the actual publication of the same.</p>
1.38	Guidelines & Terms for the Participating firms:	<ol style="list-style-type: none"> i. The firm must be registered with Govt. of India/ State as per rules. 2. The domain name (https://www.ncsm.gov.in) is available with the NCSM which is hosted on cloud. The database account for this domain is also available with the institute. It is the responsibility of the firm to check the domain and database account first for support issue of any

		<p>new web technology opted by the firm for the development of new website.</p> <ol style="list-style-type: none"> 3. It will be the responsibility of the firm for liaison with existing service vendor w.r.t. technical issue with the existing domain name & database account. Necessary help and support will be provided by the organization for the same. 4. The firm will be responsible to provide maintenance and support w.r.t. the website for one year after obtaining the completion certificate from the NCSM. 5. Information/Weblink or any other hidden link of any type for any purpose including that of firm will not be given/ provided in any page of the website. 6. The firm will hand over all the codes and materials used in the website to the organization after the completion of work. 7. The NCSM reserves all rights of the webpages and the institute will have sole ownership of the developed content. The firm shall not make or allow to make an unauthorized copy, use, access or other utilization of organization's materials commercially or otherwise, directly or indirectly except as agreed to by the NCSM. 8. The firm shall also ensure complete confidentiality of the information and data provided to carry out the job. 9. The Vendor shall not sub let, transfer or assign any part of this order without the prior written consent of NCSM. Copies of sub contract order shall be forwarded to NCSM. The firm shall not appoint any sub-contractor or sub lease the contract in any circumstances. If violated the conditions, the firm will be terminated from the assignment. 10. For any issues arising during the development process of website, the decision of the competent authority of the Institute will be final and binding to the firm. 11. Conditional offer/ bids submitted by fax/email or after the due date and time will not be accepted. 12. The procuring entity NCSM reserves the right to accept or reject any or all bids without assigning any reason thereof. 13. All information, document, photos and data coming in the possession of firm, as a result of the
--	--	--

		<p>execution of the job shall all at time remain the property of NCSM.</p> <p>14. The firm shall not make or allow to make an unauthorized copy, use, access or other utilization of these materials commercially or otherwise, directly or indirectly except as agreed to by the NCSM. The firm shall also ensure complete confidentiality of the information and data provided to carrying out the job.</p> <p>15. The firm has to complete the job assigned within the joint agreement time and if the job is not completed within the stipulated time, a penalty @ 10% of the cost of the uncompleted job for each day will be imposed on the firm.</p> <p>16. The firm shall host a server at their end for the entire assignment.</p> <p>17. TDS as applicable on date will be deducted from firm actual bill submitted for payment.</p> <p>18. The price accepted by the committee is final and no deviation from it will be accepted in this regard.</p> <p>19. Pre requisite The bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The proposal must be complete in all respects and should cover the entire scope of work as stipulated in the document.</p> <p>20. The bidder should be a Company registered under the Companies Act 1956 for the last 5 years and having its office in WB region (Kolkata) (Signed copy of evidence to be furnished).</p> <p>21. The bidder must have Local Technical Team for providing the On Site Support for maintenance of website. In support of this, bidder shall submit signed copy of details of Local Technical Team for on site support.</p>
--	--	--

Section A. Design specification of Pages:

The design of the pages must be clear and its content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, speech disabilities, and combinations of these. **The web content of the site is easily accessible on desktops, laptops, tablets, and mobile devices. HTML generated dynamically or otherwise must not be display specific and should adjust to the best view as per the access device. It must focus solely on the structural logic of**

documents and ignore the stipulation of the visual logic of graphic design and typography. HTML is used to create structured documents by denoting structural semantics for text such as headings, paragraphs, lists, links and other items. Structural elements available in HTML should be used for their specific purpose; like heading tag should not be used as a means to format something that is not a heading. Doing this messes up the heading hierarchy for various agents such as search engines and assistive technologies like screen readers. Good HTML structure is based on logic, order, and using semantically correct markup. To define the appearance and layout of text and other elements on a web page Cascading Style Sheet must be used.

Screen reader and other assistive technology users have the ability to navigate Web pages by structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on.

Following should be considered while designing a page structure:

- I. Display of bilingual information in Hindi and English.
- II. Rich User Interface (Web 2.0) based on framework like Bootstrap.
- III. Interactive multimedia oriented web page design.
- IV. Multiple banner of inner page.
- V. Should support responsive page design compatible to multiple size screens (computer, tablet, mobile and any other smart device).
- VI. Should be able to support video content without plugins.
- VII. Support to Search Engine Optimization
- VIII. Should support encryption.
- IX. Social media integration and interactivity.
- X. Automated customized reply systems to emails; sms; whatsapp etc.
- XI. Interactive features if any useful.
- XII. Page content must follow a logical structure. Every page starts with the <!DOCTYPE> declaration. Every page has a unique title that reflects the content of the page. **Every page head section should include Meta data.** Heading structure on a webpages should be structured in a hierarchical manner - <h1> being the most important may be used for page title/heading then <h2> may be used for major section heading, <h3> for sub sections of the <h2> and so on. Tables should be used for representing tabular data only. It should not be used for layout. Lists should never be used for merely indenting or other layout purposes. Nested lists should be coded properly.
- XIII. All pages should have unique TITLE to assist screen readers as well as search engines apart from the normal user. **All pages should have META TAGS (Keywords and Description) related to that page.** Clear heading structure (H1, H2 and H3) should be maintained. This helps the visually challenged user to quickly scan the main content heads of the page. There should be only one H1 tag on a page.
- XIV. Use external CSS as much as possible, **avoid inline styling. OPTIMIZED images only be used in sites** by using image editing software. Page should have a clear contrast between foreground and background.

- XV. A **"Skip to content" link must be provided at the top of the page.** This helps the user to directly go to the main content of the page bypassing the repetitive sections like page header, navigations etc.
- XVI. **All functionality of the content like links, menus, forms etc. should be operable through a keyboard interface** as the visually challenged cannot use the mouse
- XVII. **Tables must not be used for layout and presentation purposes.** When used for representing data, tables should be provided with proper header row and captions and the data items should flow left to right, one line at a time
- XVIII. **Frames should be avoided while designing a webpage as frames cannot be easily read by the visually impaired. When used, frames should be titled with text that facilitates frame identification and navigation.**
- XIX. **Attributes of colour, shape and size must not be used to represent information as these would make the content inaccessible to the visually challenged.** For example, we should avoid using statements like "All the text written in red are mandatory"
- XX. **All script function should include a NOSCRIPT tag for those browsers or assistive technologies that do not have script support.**
- XXI. **Enough time should be provided to user to read and interact with content.** In case, content is time-based, same should be informed to user in advance.
- XXII. Website must **clearly reflect the ownership of Government of India through the use of Council Insignia.** Complete lineage of the owner department must be mentioned, preferably at the footer of the page.
- XXIII. **Multi-lingual versions of the sites must be in sync with each other.**
- XXIV. Website must work well in all the major browsers.It **MUST** be ensured that **pages are usable when scripts, applets, or other programmatic objects are turned off or not supported.**
- XXV. The sections and subsection are as per the existing websites and has the facility to add/delete more as per requirement in future with minor modification following tables (Tentative):
- XXVI. The sub-section of the section must appear with transition effect.
- XXVII. The site must **contain Latest News and Latest Events bar** with timely scroll bar.
- XXVIII. **Each page of the website must have the timestamp and visitors no.**
- XXIX. **Online Form must be designed by the developing agency for taking feedback or crowdsourcing.** The form must be designed to minimize errors and must have proper error handling facilities. Basic instructions for filling up a form must be given at the start of the form. Most common is the identification of mandatory fields in a form. If all the fields of the form are mandatory it may be pointed out at the beginning of the form. If the user needs to upload any documents with the submission of the form the same may be pointed out at the

beginning. Contextual help may be provided for filling up certain fields. If an input error is automatically detected, the error MUST be described to the user in text. It is important to describe the error to the user and how to rectify it or the possible causes of that error. Multiple errors can be highlighted as a list. Also just identifying the error with a graphical sign say a red encircled cross will not be accessible to screen readers. When multiple errors are pointed out at the top of the form it is helpful to highlight the fields associated with them with colour. **The JavaScript contained in a website's online form is only functional if the page is accessed via a browser that is able to interpret it.** That is, the browser has to support (or enable) JavaScript, and if it does not, the form may be inaccessible. JavaScript is used by developers to show/hide elements, call information from database or form validations. Not only do users without JavaScript miss out on the usability benefits provided by JavaScript validation, the form itself may be compromised by the validation not taking place and as a result data can be incorrect.

Section B. Technical Specification of Cloud based web hosting server and mail server

Cloud based web hosting with the following Cloud Server Configuration, Features and Mail server as per the Scope of Work.	
Configuration	
Disk Space	250 GB
Monthly Data transfer	Unlimited
Dedicated Memory	8 GB or Higher
CPU Core	4 or higher
Min IP address	2
Features (Latest version or compatible to NCSM website is to be provided)	
Server Management Tools	
OS : Windows Server 2012 or higher	
Domain Aliases	
Web-based control panel	
Subdomains	
PHP My Admin / IIS for MySQL	As per requirement
Remote Access to Server	
Web-based control panel	
Subdomains	
Development Tools	
PHP/ASP/ AJAX / Silverlight/ Jscript/ MySQL/ ASP.NET	As per requirement
Other tools	
SMTP	Required
FTP(Secure Version)	Required
Features	(i.e. open source or freeware programming)

	Languages, databases etc.) Shall be added/installed in hosting period as per NCSM requirement, if any.
Mail Server	Total no. 120 of users 1 TB Mail space with dynamic space distribution. Support POP SMTP, IMAP protocol. Features:Calendar, Schedule, Archiving facilities must be there.

- i. The successful vendor has to provide fully managed cloud based web hosting. The website shall be hosted by the bidder in any cloud server with robust features within the geographical boundaries of India. The necessary infrastructure related to hosting of website shall be provided by bidder (Server, Operating system, Database, licenses for development framework, if any). The preferred server may be AWS or equivalent with EC2, RDS, S3.
- ii. The hosting agency should be empaneled with Ministry of Electronics and Information Technology (Meity).
- iii. The mail server services should be for @ncsm.gov.in and configurable with outlook express and mail portal. The separate admin panel should have all common facilities like creation/deletion and mail box size allocation of each users.
- iv. The details of the infrastructure should be provided to NCSM in writing.
- v. The site should also be hosted in staging server (Development server) for security audit or in development stages. Further it also sync with the production server.
- vi. The Service Provider has to provide the ftp access (Secure) to upload or downloading the files on website.
- vii. Sub domain and configuration of sub domain A record should be configurable from the cloud server dashboard/Console.
- viii. All functions/features of the website should be worked successfully and flawlessly.
- ix. The Data Centre should be ISO 27001, ISO 27017, ISO 27018, ISO 9001, certified PCI DSS Level 1, and having the physical location in India.
- x. Third party mail server should be configured with the cloud web hosting server.
- xi. Hosting agency must have primary data centre (DC) and disaster recovery (DR) setup in India at different seismic zones.
- xii. Hosting environment i.e. Data Centre should be Tier – III certified.
- xiii. The server should have robust fault- tolerant architecture and cyber attacks.
- xiv. The audit and security log report of the web application and hosting server must be provided as required by NCSM.

3.2 Post 1 Year warranty, 1st year to 4th Year AMC for website

Bidders shall quote the **post 1 year warranty**, AMC charges for re developed website for 1st year to 4th year in price bid after assessment of all the factors. The scope of work expected during warranty and AMC period is as under:

- Regular technical maintenance of the complete website
- 24x7 Technical Assistance through email and phone and, if required, personal visit at NCSM (HQrs), Kolkata office.
- Fixing Security Vulnerabilities, whenever any issue is reported or in the case of cyber attacks.
- The maintenance will be considered part of the implementation process.
- Addressing Server related issues to ensure website uptime by coordinating with server administrator.
- Addressing Website Performance related issues to fix issues like no response, slow response, website crashing etc.
- Monitoring of website uptime and performance tuning.
- Priority support when downtime or hacking, has been identified.
- Rectification of bugs like content formatting issues, image placement, link mismatch etc. must be done immediately, if any reported.
- Implement modifications like changing static images, text, updating your privacy policy, site terms of use, disclaimers etc.
- Addressing Browser Compatibility related issues to ensure smooth functioning of website on updated versions of all popular web browsers like internet explorer, chrome, Firefox.
- Addressing Device Compatibility related issues to ensure smooth functioning of the website on all Personal Computers, Smart Phones, tablets and disabled specific devices.
- Update CSS styling (colors, text size, fonts, etc.), if any required.
- Consultation and guidance on using the website, if any required.
- Complete backup of the source code, database and other files related to functioning of website shall be the responsibility of the vendor at the frequency and schedule as decided and agreed between vendor and NCSM.
- Quarterly Preventive Maintenance of the web site shall be done by vendor for overall health and performance of the website and any exception incident shall be reported to NCSM with actionable items.
- NCSM may ask for Small changes/ modifications in web site post development and hosting Based on requirements, which shall be covered under this scope of work.
- Uploading, Exporting, Importing data/pdf/ pictures etc. for the website.
- NCSM may ask to add/delete/update the paged/menu/submenu/galleries/documents etc on the website.
- The unwanted code for marketing or promotion or data acquisition etc are used in the development and coding of the website.

- The site should not have the name of bidders credential or address for promotion in any pages.
- Downtime for the maintenance of the site must be informed prior to the authorized personnel.
- Any observation via the NCSM officials should be resolved as per job resolving schedule.
- An escalation matrix with job resolving time for the maintenance job must be provided by the bidders.
- The website shall be hosted by the bidder and maintained during the entire period. The bidder will provide the details of development, deployment, hosting and maintenance by time to time or whenever asked.
 - No extra cost will be admissible for doing the maintenance work until it is justified and approved by the designated officer of NCSM.

Annexure AA.3

3.3 SSL certificate and Copyright for website NCSM

The bidder shall ensure to arrange and deploy SSL certificate for NCSM web site after re development and hosting at the designated server. It is the successful bidder's responsibility to address any requirement for SSL deployment, upgrade etc. from NIC or hosting server during the complete period of the contract awarded through this tender. The website will be copyrighted with the NCSM and no copy will be distributed for any means to other vendors or organization or any promotional activity without any permission from NCSM. All the content shall be free from any copyright violation and the successful bidder shall give an undertaking to NCSM towards this.

3.4 Vulnerability Assessment and Penetration Testing (VAPT) / WSA certification for website during warranty period, 1st Year and four years post warranty. (Sl. No. 5,6,7 of table 1.1)

Successful bidder should note that Vulnerability Assessment and Penetration Testing (VAPT) shall be done after Go Live and the observations/gaps may be closed within 30 days of reporting the gaps. In addition, any observation related to Website raised in Information Security/Information System Audit shall be closed by the successful bidder through an authorized CERT IN empanelled agency with audit Certificate of the website for five years. The testing may be done on staging server with the same configuration and URL.

A total of 5 minimum VAPT audits are required over the five year contract.

3.5 STQC certification for website valid for a period of five years

Successful bidder is also mandatorily need to ensure that NCSM web site after go live and Successful WSA audit, gets Website Quality Certification from STQC valid for a period of five years.

3.6 Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work and Migration of website (sl. No. 9, 10 in the table 1.1)

Successful bidder should provide the cloud hosting server and mail server as per tender specification and credentials will be required to share with the authorised officials of NCSM. The bidder should submit the details of the web hosting server specification and mail server in details with cost break up.

ANNEXURE – ‘B’

TENDER NO. I-18012/2/20(203)

Name of the Work: Website Re-Design, Redevelopment, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT), Web security Audit, Certifications (STQC, SSL), Copyrights of National Council of Science Museums (Bilingual) based on Compliance matrix from GIGW (Guidelines for Indian Government Websites) Version 2.0 with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT), Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year

TECHNICAL (TECHNO-COMMERCIAL) BID

Sl. No.	Details	Details	Page Nos.
		(to be filled by the bidders)	
General Information			
1.	Name and Full Address of the bidder with Tel. No, E-mail & Fax Number (s) and Contact person		
2.	Name and Address of the lead partner of the consortium to whom the order will be placed. (Applicable only for the Consortium)		
3.	Status of the bidder: - Company / Partnership Firm/ Proprietorship firm/Consortium – Please specify		
4.	In case of Company – please enclose Memorandum and Articles of Association along with certificates of incorporation, if company is a public limited then the certificate for commencement of business also to be enclosed.	Submitted/ Not Submitted	

5.	In case of Partnership Firm – please enclose Certificate of Registration under the Partnership Act, 1932, along with valid partnership deed.	Submitted/ Not Submitted	
6.	In case of Proprietorship or Individual – please enclose a declaration on the letter head	Submitted/ Not Submitted	
7.	Compliance of statutory laws i) Copy of PAN card ii) Copy of Registration Certificate under GST	Submitted/ Not Submitted	
8.	i) Copy of ESI registration certificate, if applicable ii) Copy of EPF registration certificate, if applicable In case of non-applicability of EPF and / or ESI, the applicant shall submit a declaration to this effect. In case self-declaration is found to be false at any stage then contract will be terminated and the firm will be debarred from future tenders for three years.	Submitted/ Not Submitted	
9.	State the Name of the Banker including IFSC Code and Account Number of the Bidder to follow digital mode of payment.	Submitted/ Not Submitted	
Technical Eligibility Criteria			
10.	Details of Earnest Money Deposit (EMD) Rs. 20,000/- (Rs. Twenty Thousand only) , through Demand Draft/Pay Order/NEFT/RTGS, in favour of National Council of Science Museums.	Submitted/ Not Submitted	
11.	The bidder should have a minimum of 5 years' experience in executing Website for Govt / Private organisation.(Annexure – D)	Submitted/ Not Submitted	
12.	Experience in creating and maintaining websites in Bilingualal (English and Hindi). The Hindi version of the website should be as per Official Language Policy is a must.	Submitted/ Not Submitted	
13.			
14.	The bidder should have an average annual financial turnover of at least Rs. 10 lakhs in last 3 years. (Annexure – F)	Submitted/ Not Submitted	
15.	The bidder should have executed one single similar work of at least Rs. 8 lakhs or more or two similar works of Rs. 5lakhs each or three similar works of 4 lakhs each in last three years. (Annexure-D)	Submitted/ Not Submitted	
16.	The bidder should have associated/employed panel of expert(s) having following members for this project: i. Expert in the field of web design and development and its related work, who will act as a Team Leader ii. Website developer iii. Website Designer iv. Server System Analyst v. Support Engineers vi. Other Manpower (Annexure E)	Submitted/ Not Submitted	

17.	Testimonials for empaneled list of NIC/ MeITy/ NICS/ state IT bodies	Submitted/ Not Submitted	
18.	Name and details of the service provider for Cloud Server and mail server (Annexure M)	Submitted/ Not Submitted	
19.	Documentary evidences like Work Order, Completion Certificate, Income Tax Return, Audited Report, and Financial Statement, Valid MSME/NSIC Registration Certificate etc. to support. Sl no-10to 17above.	Submitted/ Not Submitted	
20.	Should not have been blacklisted by any Central /State Government / Public sector Undertaking, Govt. of India. (Signed copy of Self declaration to that effect should be submitted along with the technical bid/proposal).	Submitted/ Not Submitted	
21.	Declaration by the vendor on abiding by code of integrity (CIPP) and disclosure on conflict of interest.	Submitted/ Not Submitted	

I/We hereby declare that the above statements are true. I/We also declare that the decision of National Council of Science Museums regarding selection of eligible firms for opening of Financial Bid (Part-II) shall be final and binding on me/us.

Date:

Official Seal

Signature of the Tenderer /

Constituted Attorney

Note: -

- 1) The Technical bids received shall be evaluated on the basis of eligibility criteria.
- 2) Non submission of any of the documents listed in 'General Information and Technical Eligibility Criteria', mentioned above, shall lead to summarily rejection of the offer. No further correspondence in this regard will be made. However, clarification may be asked on the 'General Information' mentioned above.

TENDER NO. I-18012/2/20(203)

Name of the Work: Website Re-Design, Redevelopment, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT), Web security Audit, Certifications (STQC, SSL), Copyrights of National Council of Science Museums (Bilingual) based on Compliance matrix from GIGW (Guidelines for Indian Government Websites) Version 2.0 with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT), Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year

FINANCIAL BID FORMAT

Rate NOT to be quoted here. To be quoted in excel sheet at CPP Portal

Tender Inviting Authority: National Council of Science Museums, Kolkata.						
Contract No: I-18012/2/20(203)						
Name of the Bidder/ Bidding Firm / Company :						
<u>PRICE SCHEDULE</u>						
(This is a just a format of the actual BOQ template and must not be filled here. The actual BoQ is available in Excel Sheet on CPP portal. Only the relevant columns of the BoQ available at CPP portal should be filled. No other format is acceptable.)						
SI no.	Scope of Work	Quantity	Basic Rate in Rs.	GST Value %	GST amount	Total amount
1	2	3	4	5	6	7
1	Website Re-Design, Redevelopment of National Council of Science Museums (Bilingual) based on Compliance matrix from GIGW (Guidelines for Indian Government Websites) Version 2.0 and Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT), Web security Audit, Certifications (STQC, SSL), Copyrights during warranty period.	1 job				
2	Post Warranty, 1 st Year AMC for website	1 job				
3	Post Warranty, 2 nd Year AMC	1 job				

	for website					
4	Post Warranty, 3 rd Year AMC for website	1 job				
5	Post Warranty, 4 th year AMC for website.	1 job				
6	SSL certificate and Copyright (with the name of National Council of Science Museums), for the website and CMS during Post Warranty, 1 st Year AMC	1 job				
7	SSL certificate and Copyright (with the name of National Council of Science Museums), for the website and CMS during Post Warranty, 2 nd Year AMC	1 job				
8	SSL certificate and Copyright (with the name of National Council of Science Museums), for the website and CMS during Post Warranty, 3 rd Year AMC	1 job				
9	SSL certificate and Copyright (with the name of National Council of Science Museums), for the website and CMS during Post Warranty, 4 th Year AMC	1 job				
10	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 1 st Year AMC	1 job				
11	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 2 nd Year AMC	1 job				
12	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 3 rd Year AMC	1 job				
13	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 4 th Year AMC	1 job				
14	STQC certification for website valid for a period Post Warranty, 1 st Year AMC	1 job				

15	STQC certification for website valid for a period Post Warranty, 2 nd Year AMC					
16	STQC certification for website valid for a period Post Warranty, 3 rd Year AMC					
17	STQC certification for website valid for a period Post Warranty, 4 th Year AMC	1 nos				
18	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 1 st Year AMC					
19	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 2 nd Year AMC					
20	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 3 rd Year AMC					
21	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 4 th Year AMC					
22	Migration / transferring mail services and whole website (i.e. programme source code, database any other configuration for running website as per NCSM requirement) from existing Service Provider server location to New Service Provider location (eg.preferablyAWS).					
Total in Figures						
Quoted Rate in Figures		Select				
Quoted Rate in Words						

Offline Financial Bid shall not be accepted under any circumstances.

**EXPERIENCE IN DEVELOPMENT OF WEBSITES AND PORTAL IN THE LAST 5 YEARS
SUPPORTED BY MINIMUM THREE CREDENTIALS**

Bidder Criteria

Sl. No	Criteria	Yes / No	Attached Certificates
1	ISO (9001) or ISO 27000 valid and quality Certificate for Software Development/ Software maintenance		
2	CMMI Level 3 Certification		
3	Others		

Bidders Experience (Private/PPP/Joint Venture/Consortium Projects)

S. No	Name of the project	Cost of the Order awarded in INR	Name of the Client	Phone of Contact Person of Client	Starting Date of Project	Completion Date of Project	URL of the project	Whether project is Govt/ Private

(Signature of Authorized Signatory)

FORMAT FOR AVAILABILITY OF TECHNICAL TEAM.

The bidder should mention the employee strength in India. The bidder needs to provide the details of key personnel / support staff as proposed by him for deployment on site for successful completion of this show.

1	Employee Strength	
S.No	Key personnel / support staff	Name and short biodata to be given by the bidder including Qualification/ CTC/ Experience/Expertise
(a)	Team Leader	
(b)	Website developer	
(c)	Website Designer	
(d)	Server System Analyst	
(e)	Testing Engineers	
(f)	Supportive manpower	
(g)	Other Manpower	

The bidder may be asked to produce CV of the employee involve in this project.

(Signature of Authorised Signatory)

FORMAT FOR ANNUAL TURNOVER AS PER THE AUDITED ACCOUNTS

TOWARDS THE QUALIFYING EXPERIENCE

S. No.	Financial Year	Turnover in Indian Rupees(INR)
1.	2017-18	
2.	2018-19	
3.	2019-20	

(Signature of Authorised Signatory)

This is to certify that the above information has been examined by us on the basis of relevant documents; books of accounts & other relevant information and the information submitted above is as per record and as per details annexed.

Signature, Address, Seal & Membership No of Chartered Accountant.

**NATIONAL COUNCIL OF SCIENCE MUSEUMS
SECTOR-V, BLOCK-GN, BIDHANNAGAR
KOLKATA : 700 091.**

TENDER NO. I-18012/2/20(203)

DECLARATION

We do hereby accept the "Scope of Work, Bill of Quantities, General Terms & Conditions etc. as provided by the National Council of Science Museums along with the Tender documents for Website Re-Design, Redevelopment, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT), Web security Audit, Certifications (STQC, SSL), Copyrights of National Council of Science Museums (Bilingual) based on Compliance matrix from GIGW (Guidelines for Indian Government Websites) Version 2.0 with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT), Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year and carry out the work within the stipulated time strictly as per the Scope of work and Technical Specifications of National Council of Science Museums as provided along with the tender documents, in the event of placement of any order on us. The NCSM shall be at liberty to cancel the order in full or part, in the event of failure of the above declaration made by us and forfeit the EMD submitted by us.

Signature of the Bidder / Constituted Attorney

FORMAT FOR ARTICLES OF AGREEMENT

INSTRUCTIONS (not to be typed in Agreement)

(Articles of Agreement have to be typed on non-judicial stamp paper. The value of the stamp paper varies from state to state and is to be known from the particular place. The stamp paper will be purchased by the successful e-tenderer and the agreement may be typed by the Museum/Centre according to the format.)

ARTICLES OF AGREEMENT made at

.....
..... (Place)
this..... day of
..... (Date) (Month & Year)
between the

.....
..... (Name of the parent Museum/Centre)

(under the National Council of Science Museums, a Society registered under the Societies Registration Act of West Bengal, 1961), hereinafter referred to as the Museum/Centre which expression shall include its successors and assigns on the one part and

.....
..... (Name of the successful e-tenderer)

trading in the name and style of

.....
..... (Name and complete address of the successful e-tenderer)
hereinafter referred to as the successful e-tenderer which expression shall include his/their respective heirs, executors, administrators and assigns on the other part.

WHEREAS the Museum/Centre is desirous of getting the work of

.....therein done and has caused
..... (Name of the work)
Notice Inviting E-tender (Including appendix), drawings, schedule of quantities and specifications describing the work and conditions of contract to be prepared by.....
.....
..... (Name and address of the Architect).

AND WHEREAS the said NIT (including appendix) drawings as per list attached, specifications and the priced schedule of quantities and conditions of contract have been signed by or on behalf of the parties hereto. AND whereas the Successful e-tenderer has deposited in Bank Draft/Pay Order/ NEFT/RTGS

.....
(Exact amount in words)

the amount being 10% of the ordered value of the e-tender) with the Museum /Centre as Security Deposit for the due performance of this Agreement as provided in the said conditions.

NOW IT IS HEREBY AGREED AND DECLARED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. In consideration of the payments to be made to him as hereinafter provided the successful e-tenderer shall upon and subject to the conditions herein contained execute and complete the work within months from the date of issue of letter of intent / Work Order (as defined in the scope of work of the NIT) and as per the said drawings and such further detailed drawings as may be furnished to him from time to time and described in the said specifications and the said priced schedule of quantities along with the progress of the building work.
2. The Museum/Centre shall pay to the successful e-tenderer such sum as shall become payable hereunder at the time and in the manner specified in the said conditions.
3. Time is the essence of this agreement and the successful e-tenderer shall proceed with the work, throughout the stipulated period of this contract, strictly according to the CPM/PERT/BAR CHART attached herewith and forming a part of this agreement. At any stage during execution, if any work lags behind the target as indicated in the CPM/PERT/BAR CHART for reasons directly attributable to the successful e-tenderer, he shall pay or allow the Museum/Centre to deduct from any money due to him a liquidated damage as per Clause 11(iii) of the conditions of contract.
4. This agreement comprises the work above and all subsidiary works connected therewith, even though such works may not be shown on the drawings, or described in the said specifications or the priced Schedule of Quantities.
5. The Museum/Centre through the Engineer reserves to itself the right of altering the drawings and of adding to or omitting any item of work or of having portions of the same carried out departmentally or otherwise and such alterations or variations shall not vitiate this agreement.
6. All disputes and differences of any kind whatever, arising out of or in connection with the contract on the carrying out of works (Whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the contract) shall be referred to arbitration as per Clause 10(xiv) of Annexure – A of the said conditions of contract. In case of any legal dispute, other than the arbitration, the court of jurisdiction shall be at the place written in the first line of this agreement.

The provisions of the Arbitration & Reconciliation Act 1996 or any statutory modification or re-enactment thereof and of the rules made there under for the time being in force shall apply to arbitration proceedings under this clause.

In witness whereof the parties have set their respective hands the day and the year and the place hereinabove written.

Signed by for and on behalf of the Museum/Centre

.....
(Controller of Administration)

In the presence of

Seal

1.

2.

Signed by the said Successful e-tenderer

.....

In the presence of

Seal

1.

2.

Compliance Matrix GIGW

All the guidelines are mandatory and bidders must ensure that the website is designed and developed to comply with each following mentioned point. The guidelines details and ref no. can be viewed from the GIGW manual at https://web.guidelines.gov.in/assets/documents/pdf/hand_book.pdf and compliance matrix at <https://web.guidelines.gov.in/uploads/compliant/ComplianceMatrix-GIGW.zip>.

COMPLIANCE MATRIX of GIGW		
Websites - General Guidelines		
S.No.	GUIDELINE	REF. No.
1	Department has nominated a Web Information Manager as defined in the guidelines.	10.1.1
2	It has been ensured that all stationery of the department as well as advertisements/public messages issued by the concerned Department prominently display the URL of the web site.	9.2.1,
		9.2.2
3	Website has the following clearly defined policies and plans approved by the web information manager.	10.7
	1. Copyright Policy.	3.1.1
	2. Content Contribution, Moderation & Approval (CMAP) policy.	5.2.1
	3. Content Archival (CAP) policy.	10.4
	4. Content Review (CRP) policy.	5.2.3
	5. Hyper linking Policy.	3.2.1
	6. Privacy Policy.	3.4.2
	7. Terms & Conditions.	3.3.1
	8. Website Monitoring Plan.	10.3
	9. Contingency Management Plan.	8.3
	10. Security Policy.	7.7.2
4	Source of all documents, not owned by the dept. that have been reproduced in part or full, is mentioned.	3.1.5
5	Due permissions have been obtained for publishing any content protected by copyright.	3.1.4
6	Home page of website displays the last updated/reviewed date.	5.2.2
7	Complete information including title, size format and usage instructions is provided for all downloadable material.	4.4.7(a),
		6.7.1(a),
		6.7.1(b)
8	With respect to each, Circular, Notification, Document,	4.2.3 (a,d,e),
	Form, Scheme, Service and Recruitment notice,	4.2.4 (b,d),
	The following should be clearly listed in the Website:	
	a. Complete title	4.2.5 (b,c),
	b. Language (if other than English)	4.2.6 (c,e,f),

	d. Purpose/procedure to apply (as applicable)	4.2.7 (a,d),
	e. Validity (if applicable)	4.2.9 (a,b,d)
9	All outdated, irrelevant content (like Announcements, Tenders, Recruitment notices, News and Press Releases) is removed from the website and/or placed into the archives as per the archival policy.	5.2.6
10	The language is free from spelling and grammatical errors.	5.3.5
11	Mechanism is in place to ensure that there are no 'broken links' (internal as well as external) or 'Page not found' errors.	3.2.9
12	There are no links to 'under construction' pages.	6.8.4
13	The mechanism is in place to check the accuracy of Hyperlinked Content and Clear indications are given when a link leads out to a non-government website.	3.2.8, 3.2.5
14	Website provides a prominent link to the 'National Portal' from the Home Page and Pages belonging to National Portal load in new browser window.	2.3.1, 2.3.2
15	Association to Government is demonstrated by the use of Emblem/Logo in proper ratio and color, prominently displayed on the homepage of the website.	2.1.1, 6.3.1, 6.1.1
16	Ownership information is displayed on the homepage and on all important entry pages of the website and each subsequent page is a standalone entity in terms of ownership, navigation and context of content.	2.1.2 6.8.5
17	Website uses Cascading Style Sheets to control layouts/styles and incorporates responsive design features to ensure that the interface displays well on different screen sizes.	7.2.1,
18	Website is readable even when style sheets are switched off or not loaded.	7.2.2
19	Proper page title and language attribute along with metadata for page like keywords and description are appropriately included.	7.5(k),
20	Data tables have been provided with necessary tags/markup.	7.5(l)
21	The website has a readily available Help section linked from all pages of the website.	4.4.6
22	All information about the department, useful for the citizen and other stakeholders, is present in the 'About Us' section and mechanism is in place to keep the information up to date.	4.2.1
23	Website has a 'Contact Us' page providing complete contact details of important functionaries in the department and this is linked from the Home Page and all relevant places in the website.	4.2.11(a) 4.2.11(c)
24	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.	4.4.5(a) 4.4.5(c)
25	The website has been tested on multiple browsers. Hindi/Regional language fonts have been tested on popular browsers for any inconsistency (loss of layout).	6.4.3, 7.6(b)
26	Minimum content as prescribed in the guidelines is present on the homepage and all subsequent pages.	4.5.1, 4.5.2
27	It is ensured through content moderation and approval policy that Website content is free from offensive/discriminatory language.	4.7.2

28	Text is readable both in electronic and print format and the content prints correctly on an A4 size paper.	6.4.6
29	Website has cleared security audit.	7.7.1
30	Website is in the nic.in or gov.in domain.	2.2.1
31	Website is hosted in a data centre in India having the following facilities:	8.2.1 (a, b, c, d, h)
	1. State-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention systems.	
	2. Redundant server infrastructure for high availability.	
	3. Disaster Recovery (DR) Centre in a geographically distant location.	
	4. Helpdesk & technical support on 24x7x365 basis.	
32	Website is bilingual with a prominent language selection link and uses Unicode characters.	5.7.1
33	Documents/Pages in multiple languages are updated simultaneously.	5.7.2
34	Documents are provided either in HTML or other accessible formats. Download details (File Format Size) & instruction for viewing these is provided.	7.4.2 (a)
35	Mechanism is in place to ensure that all tender/recruitment notices are published/linked through the website.	4.2.8, 4.2.9
36	All documents have a publish date on the main page.	5.2.5
Websites - Accessibility Guidelines		
S.No.	GUIDELINE	REF. No.
1	All non-text content (like images) has a text alternative that provides equivalent information as the image itself.	6.6.3
2	Scanned Images of text have not been used.	6.6.1
3	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 between the foreground and background. Large scale text and images of text have a contrast ratio of 3:1.	6.5.1
4	Text can be resized without assistive technology up to 200 percent without loss of content or functionality.	6.4.5
5	There is a mechanism to pause, stop or hide scrolling, blinking or auto updating content that starts automatically and lasts for more than 5 seconds.	6.7.3 (b)
6	Web pages do not contain any content that flashes for more than three times in a second.	6.7.3 (a)
7	Instructions provided for understanding and operating content do not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.	7.5 (d)
8	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	6.5.4
9	Captions or transcript are provided for all prerecorded and live audio	6.7.2

	and video content.	(a, b)
10	For any audio on a Web page that plays automatically for more than 3 seconds, a mechanism is available to pause, stop or control the volume of the audio independently by from system volume level.	6.7.3 (c)
11	Information, structure, and relationships that are conveyed visually on a web page must also be programmatically determined or are available in text.	5.6.3
12	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	5.6.4
13	All functionality that is available on the web page is operable through keyboard.	7.5 (f)
14	Complete web page is navigable using keyboard only (using tab or arrow keys).	7.5 (g)
15	Current navigation location (Keyboard focus indicator) is visible on the webpage while operating or navigating the page through a keyboard.	7.5 (o)
16	Web pages allow the user to bypass blocks of content like navigation menus that are repeated on multiple pages (by using the skip to content link).	6.8.8
17	Any web page within the website is locatable either through “search” or a “sitemap”.	6.9.1, 6.10.1
18	Navigational mechanisms that are repeated across the website occur in the same relative order on each page.	6.8.2, 6.2.1
19	If a webpage can be navigated sequentially and the navigation sequence affect the meaning of operation, then all components must receive focus in the same meaningful sequence (Creating a logical tab order through links, form controls, and objects).	7.5 (m)
20	The purpose of each link is clear.	7.5 (h)
21	Time limit for time dependent web functions is adjustable by the user.	7.5 (c)
22	Complete & self-explanatory title that describes the topic and purpose of the page has been provided.	2.1.6
23	Headings wherever used, correctly describe topic or purpose of content.	5.6.1
24	Language of the complete web page has been indicated. If there is a change in language within a webpage it also indicated.	5.3.7
25	Nomenclature of components that have the same functionality is uniform across the website.	5.4.2
26	When any component on the web page receives focus or its settings are changed it does not initiate change in context.	7.5 (j)
27	Changing the setting of any user interface components does not automatically cause a change in context.	7.5 (i)
28	If an input error is detected, the item is identified and the error is described to the user in text. Suggestions for correction if known are provided to the user.	7.5 (e) 7.5 (p)
29	Labels or instructions have been provided wherever input from the users is required.	7.5 (b)

30	For Web pages that cause legal commitments or financial transactions a mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	7.5 (q)
31	Web Page uses markup language as per specification.	7.5 (a)
32	Name and Role of all interface components can be programmatically determined.	7.5 (n)

Bidders are required to sign and stamp and submit as a token of compliance.

Extracts of NIC Guidelines for Third Party Security Audit**1. Guidelines**

- a. A black box approach of application security audit based on OWASP or other standard is to be adopted for the purpose audit. This may be combined with source code review.
 - b. Security audits are to be conducted in iterative cycles (may be called a level) of testing and code correction till identified safe for hosting.
 - c. In certain cases audit is conducted on a third party URL or on user system. In addition, the auditor, stating that CD contents have been audited, makes the audited contents available on CD in sealed cover to Auditee Organization.
 - d. The Test URL where the test was done as well as the Production URL where the site will be hosted is to be mentioned clearly in the certificate.
2. The Audit Certificate should be complete as to state the permissions on file system/site level required for hosting the site and application.
- a. Permission includes Read, Execute and Write etc.
 - b. If any other permission is to be given then this also must be clearly stated.
 - c. The certificate to state what permission is to be given at the folder or site level and not to individual files.
 - d. Care to be taken that combined write+ execute permission is not given on any folder/site.
 - e. If there is a requirement in the application for file uploads/ or writing to folders/files, then the absolute URL of the hosting folder needs to be specified along with the permission required.
 - f. In addition, the permission requirement for the rest of the site also needs to be stated. Care should be taken to see that no folder gets a combination of Write + Execute permission.
 - g. Preferably, segregation of dynamic pages or applications into separate folders under a site comprising of static information is to be considered. **Note: Refer Execute Permission in Appendix-1**
3. The report to mention about the nature of the site: viz: static or dynamic i.e. site with applications.
- a. If the site is host to Applications with closed user group access, then this is to be stated.
 - b. If the site/application is open for generic visitors, then this is to be stated.
 - c. Kind of authentication used such as Basic or Form Based or certificate based is to be stated
 - d. If the site is host to web based Content Management module as part of the site then this is to be stated.
 - e. The sites as in C. above are to be recommended for SSL deployment for the folder hosting the Closed User group (CUG) application. This is to be done after segregating the CUG application to a separate folder.
 - f. If the site is host to an administration module for administering tender, announcement, auction etc. then this also is to be stated.
4. Non-functional links are to be tested after restoring functionality instead of just being reported as observations on non-functional URLs.

5. Care to be taken in recommending Execute permission for sites. If the applications have not been tested due to non-function and execute permission is recommended, the forms will be subsequently made functional. Therefore, this will mean that applications with vulnerabilities go into production.
6. Clarifications regarding audit report or security certificate or information in the certificate found insufficient to host the site will be sought from Auditor. If required, a revised document may be sought. This is to be stated clearly along with production URL and Staging URL address. The certificate should state clearly as to that, the site is free from application vulnerabilities as per OWASP or any standard prescribed from the competent agency and is safe for hosting

Appendix-1

Execute Permission: The term Execute permission means that a script or application is allowed to execute within the resource context of the host environment.

- a. Ex: An .asp script file hosted in an IIS environment may be given read and Script or Execute access at the site/virtual directory level in addition to Read permission at the file system level.
- b. Whereas a .php script file may be given, read access in an Apache web server host environment.
- c. These permissions may be determined with the help of the developer of the site.
- d. Special care to be taken in case of modules facilitating file uploads. Check should be done that a file once uploaded does not execute within the resource context of the site/folder. Combination of Write + Execute not to be given.

Sample Report Format for Web- application security Audit
Audit Conducted for (Name of Auditee Organization):

Audit Conducted by (Contact person details with email and mobile):

Report Submitted on (Date):

Test Duration: From (Date): _____ to (Date)_____

URL/IP address of the web Application:

Report Reviewed by:

Report handed over to (Name and contact details of person from auditee organization)

I. Executive Summary

Section –I

Overview of scope, audit-methodologies, tools used, observations, testing methods)

Section - II

List of Vulnerabilities

(Separate table for each IP tested)

IP Address with URL (Description of Machine (IP/OS/Service Running)

S. No.	Vulnerable Point / Location	Vulnerability	Mean of Identification manually /Tool (if Tool mention the name)	Comments / Review of flaw

II. Vulnerability Assessment:

Section –I

Separate Section for each IP

IP with URL: Details of machine IP/OS/Services

(For each vulnerable point)

Vulnerable Point: 1/2/3...../n

- a. Vulnerable Point:
- b. Name of Vulnerability:
- c. Steps of Verification of Vulnerability (Proof of concept) with screenshots:

Section –II (if penetration testing is in scope)

For each penetration

Penetration – I/II/III/IV:

Machine Details: (IP/URL/OS/Service)

Vulnerabilities used for exploitations:

Proof of concept with screen shots:(Step by step detail description of penetration)

Details of Team engaged for Audit:

S. no.	Name	Email and Phone	Qualification and Certification

Annexure – L

Details for Website Security Auditing/Testing

S. No.	Parameters	Description
1	Web Application Name & URL	NCSM, Kolkata. www.ncsm.gov.in
2	Operating System Details with version (Eg. Linux, Solaris etc)	
3	Application Server with Version (i.e IIS 5.0, Apache, Tomcat. Etc)	
4	Front-end Tool (Server Side Scripts) (.asp, .php, .jspetc)	
5	Back-end Database (MySql, Oracle, PostgreSQL etc.)	
6	Authorization No. of roles & types of privileges for the different roles	
7	Whether the application contain any content management system (CMS) (if yes then which?)(Eg. Joomla/Wordpress/Drupal etc.)	
8	Total No. (Approximate of Input Forms	
9	Total no. of Input fields	
10	Number of dynamic pages	
11	Number of static pages	
12	No. of login modules	
13	No. of web services, If any	
<u>14</u>	<u>No. of Plugnis if any</u>	
<u>15</u>	<u>Other Please mention</u>	

Detail of Cloud Server

S. No.	Items	Vendor name and address	Item Configuration	Geographical Position	Features
1	Cloud Server with DR details, staging server , CPanel and SSL certificate etc.	NCSM, Kolkata. www.ncsm.gov.in			
2	Website cloud service provider				
3	Specification of cloud server				

CODE OF INTEGRITY PACT (CIPP) FORMAT

(To be executed on plain paper and submitted along with Technical Bid for tenders having a value of Rs.10 Lakh or more. To be signed by the same signatory competent/authorized to sign the relevant contract on behalf of NCSM)

Tender no. :

INTEGRITY AGREEMENT

This Integrity Agreement is made at on this day of _____, 2021

BETWEEN

National Council of Science Museums (NCSM), an autonomous organization of Ministry of Culture (MoC) having its headquarters at 33, Block GN, Sector V Kolkata 700091, West Bengal (hereinafter referred as NCSM', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

And

(name and address of the Individual/firm/Company/consortium members through (mention details of duly authorized signatory).hereinafter referred as the "Bidder/Contractor".and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns.

Preamble

WHEREAS NCSM has floated a tender (Tender No. :) (hereinafter referred to as "Tender" and intends to award, under laid down organizational procedures, contract/s purchase order/work order for (name of contract/order) or items covered under the tender hereinafter referred to as the "Contract".

AND WHEREAS NCSM values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS, in order to achieve these goals, NCSM has appointed Independent External Monitors (IEM), to monitor the Tender process and the execution of the Contract for compliance with the principles as laid down in this Agreement. I

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as 'Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as integral part and parcel of the Tender documents and Contract between the parties.

'NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree

as follows and this Pact witnessed as under:

Article 1: Commitment of NCSM

1. NCSM commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a) No employee of NCSM, personally or through any of his/her family members, will in connection with the Tender, or the execution of Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) NCSM will, during the Tender process treat all Bidder(s) with equity and reason. NCSM will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.
 - c) NCSM shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
2. If NCSM obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, NCSM will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2- Commitments of the Service provider / Consultant

1. The Service provider/ Consultant commit himself to take all measures necessary to prevent corruption.

He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:

1. The Service provider / Consultant will not, directly or through any other person or firm, offer, promise or give to any of NCSM's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
2. The Service provider / Consultant will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelise in the bidding process.

3. The Service provider / Consultant will not commit any offence under the relevant IPC/PC Act. Further the Service provider/ Consultant will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or document provided by NCSM as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 4. The Service provider / Consultant of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly Service provider / Consultant of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. In a tender, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender. Further, if an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.
 5. The Service provider/ Consultant will, when presenting his bid, disclose (with each tender as per proforma enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
2. The Service provider/ Consultant will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Article 3 - Disqualification from Tender process and exclusion from future contracts

1. If the Service provider / Consultant, either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, NCSM is entitled to disqualify the Service provider / Consultant from the Tender process or terminate the Contract, if already executed or exclude the Bidder/ Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by NCSM. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in the guidelines for holiday listing of NCSM.

The Bidder/ Contractor accepts and undertakes to respect and uphold NCSM's absolute right to resort to and impose such exclusion.

2. Apart from the above, NCSM may take action for banning of business dealings/holiday listing of the Bidder/Contractor as deemed fit by NCSM.

Article 4-Consequences of Breach

Without prejudice to any rights that may be available to NCSM under law or the Contract or its established policies and laid down procedures, NCSM shall have the following rights in case of breach of this Integrity Pact by the Bidder(/Contractor(s):

1. Forfeiture of EMO/Security Deposit: If NCSM has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according to Article 3, NCSM apart from exercising any legal rights that may have accrued to NCSM, may in its considered opinion forfeit the Earnest Money Deposit/ Bid-Security amount of the Bidder/Contractor.
2. Criminal Liability: If NCSM obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of PC Act, or if NCSM has substantive suspicion in this regard, NCSM will inform the same to the Chief Vigilance Officer:

Article 6-Equal Treatment of all Bidders/Contractors/subcontractors

1. NCSM will enter into Pacts on identical terms as this one with all Bidders and Contractors.
2. The Service provider / Consultant undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub- contractors/ sub-vendors.
3. NCSM will disqualify Bidders, who do not submit, the duly signed Pact, between NCSM and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 7-Duration of the pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor 12 months after the completion of work under the Contract, or till the continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged/determined by the Director General, National Council of Science Museums.

Article8-Other Provisions

1. This Pact is subject to Indian law, place of performance and jurisdiction is the Head Office/Head Quarters of the Division of NCSM, who has floated the tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
4. Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Owner/Principal in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

Article 9- LEGAL AND Prior RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Pact will have precedence over the Tender/Contract documents with regard to any of the Provisions under this Pact. Covered

IN WITNESS WHEREOF the parties have signed and executed this Pact at the place and date first above mentioned in the presence of following witnesses:

(For and on behalf of Principal/Owner)

(For and on behalf of Bidder/Contractor)

WITNESSES:

(signature, name and address)

(signature, name and address)

Note: In case of Purchase Orders wherein formal agreements are not signed references to witnesses may be deleted from the last part of the Agreement

CHECK LIST

Sl. No.	Nomenclature	Yes/ No
1	Whether the Tender documents have been completely read, understood and accepted	
2	Whether soft copy of EMD of Rs.20000/- or UTR No. in case of online transfer has been uploaded	
3	Whether hard copy of EMD has been submitted to NCSM	
4	Whether fund transfer details such as UTR Number, date etc. have been uploaded	
5	Whether the Bid is valid for 120 days from the date of opening of financial bids	
6	Whether Technical (Techno-Commercial) Bid” (as per Annexure-B format) has been duly filled in and digitally signed with official stamp.	
7	Whether all relevant documents related to “Technical (Techno-commercial) Bid” as per Annexure-B have been uploaded	
8	Whether the Technical Brochures of each equipment with technical explanation for every feature of the product offered have been uploaded.	
9	Whether the scanned copy of Scope of Work, Bill of Quantities, General Terms & Conditions etc. (Annexure-A and AA.1- AA.3) duly signed by the Authorized Signatory with official stamp as a token of acceptance of the same have been uploaded.	
10	Whether the Financial Bid (BOQ)” (as per Detailed Scope of Work and Bill of Quantities) i.e. Schedule of Price Bid in the item wise tabular format have been duly filled in and digitally signed	
11	Whether the BOQ has been filled up as percentage below/above/at par as per the BoQ	
12	Whether “Cost Break-up” for each quoted components (as per Detailed Scope of Work and Bill of Quantities) duly filled in tabular format and digitally signed with official stamp.	
13	Whether documentary proof for One similar work of value not less than Rs. 8 lakh of the estimated cost of work. Or Two similar works each of value not less than Rs. 5 lakhs of estimated cost of work. Or Three similar works each of value not less than Rs. 4 lakhs of estimated cost of work has been uploaded(Please specify)	
14	Whether Agency Experience (Private/PPP/Joint Venture Projects) (Annexure-D) has been filled up and uploaded	
15	Whether format for availability of Technical Team (Annexure-E) has been filled up and uploaded	
16	Whether format for annual turnover (Annexure-F) has been filled up and uploaded	
17	Whether Declaration as per Annexure-G has been signed and uploaded	
18	Whether the Format for Articles of Agreement (Annexure-H) has been read	
19	Whether comply with the Compliance matrix of GIGW (Annexure I)	
20	Post production require to produce the security certificates, STQC and Data as per Annexure K and Annexure L	
21	Whether submit the details of Cloud server and mail server (Annexure M)	
22	Whether submit the details of CIPP (Annexure N)	

(To be typed in official letter head duly signed with official stamp.)

Bid-Securing Declaration

TENDER NO. I-18012/2/20(203)

Date: _____

We, the undersigned, declare that:

We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.

We accept that we will automatically be suspended from being eligible for bidding in any contract with the Bank for the period of time of **3 years** starting on January, 2021 , if we are in breach of our obligation(s) under the bid conditions, because we:

- (a) have withdrawn our Bid during the period of bid validity specified in the Letter of Bid; or
- (b) having been notified of the acceptance of our Bid by the NCSM during the period of bid validity, (i) fail or refuse to execute the Contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with ITB 38.

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of our Bid.

Signed: [Signature & Seal of the bidder]

Name: [insert complete name of person signing the Bid-Securing Declaration]

Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder] Dated on __ day of __,

_____ [insert date of signing] Corporate Seal (where appropriate)

[Note: In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid.]